

# Review of: "Effect of Employees' Commitment on Customer Satisfaction of Banks in Africa"

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**Potential competing interests:** No potential competing interests to declare.

Dear authors.

Your study provides incremental knowledge on employee-influenced customer satisfaction. This is of great interest especially as it focuses on the study of banking in Africa, an under-studied field. While the approach is very interesting, the manuscript has several shortcomings in form (confusion between sections, poorly balanced and missing references) and substance. The analysis is poor and unclear. It would be useful to add the survey as an appendix.

I encourage you to make an in-depth review as the research is of interest.

Best regards