

# 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.

1. The research problem is not clear. a research model that is too simple, will be far more optimal if it is tested from a mediation or even moderation point of view
2. Based on the research gap, the authors provide inconsistent results from many studies. Was the research done in the same place? If the studies were conducted in different settings, the authors' claims about the inconsistency of the results are unreasonable. Authors must provide research in the same setting.
3. The transition from concept to indicator is not clear.
4. The author does not provide a comprehensive discussion regarding the validity and reliability of indicators
5. The scale of measurement is not clear. Indicators and measurements are not clearly defined