

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

Dolly Bansal

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

The authors aimed to explain how influence of employees' commitment on customer satisfaction works. The introduction and review of literature part has been well addressed; precise and sufficient. Research hypothesis is adequately formulated.

However, few important points to be taken into consideration are:

1. Descriptive statistics were missing, if authors may mention the years of experience in banking or something like that, it would have been better.
2. The questionnaire used was not mentioned.
3. The formula used is not explained completely.
4. In discussion section, the results obtained should be critically evaluated, in light of previous studies.
5. References in introduction section are missing.
6. References and in-text citation are missing.
7. A few grammatical errors are also present.