

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. Please check the language. There are some grammatical and spelling mistakes in the write up.
2. Introduction must be written in Kenney's paragraph. In the first paragraph please write the background of the study and purpose of the study. In the second paragraph please write the motivation and the research gap of the study. And in the third paragraph, the author should mention how they conduct the study like data, sample, methodology used, findings, limitations, implications of the study, etc.
3. I would advise that the H2 should be framed as . H2: All else being equal, the continuous staff commitment has a significant influence on customer satisfaction
4. It will be good if the authors explore more independent variables.
5. Please justify the selection of data, sample and sample period.
6. The authors may add a separate discussion section before the conclusion for describing about the acceptance and rejection of the hypothesis
7. Please rewrite the conclusion section. It should properly describe the aim of the study, data, sample, methodology, findings, limitations, implications etc.