

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.

The paper is simple with a limited scope i.e., biased towards a certain existing result of many previous studies. However, it has some potential benefits and significance for the bankers, marketers and academicians, particularly for the continent Africa. Therefore, it is recommended for publication after incorporating some substantial revisions. Refer to the following review comments:

1. Author is inconsistent in mentioning the Sample size. Is it 310 or 300 out of 330 distributed questionnaires? (Refer to pp.1 & 8)
2. The 'literature gap' presented in the article is not adequately described, since it lacks in providing proper references to prove the precision of research gap.
3. Study results relate to 'transformational leaders' only. Were they segregated while sampling??? Also, no referenced literature regarding 'transformational leaders' is available in the literature review section.
4. Article requires a thorough proofreading for the language accuracy.