

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

Aslinda Mohd Shahril<sup>1</sup>

<sup>1</sup> Universiti Teknologi Mara

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

I observed that paragraph 4, 5,6,7,8 have no citation at all. Can you please cite any authors that have similar work like you?

In the introduction, you can give some insights on the banks industry in Africa. How is the performance of current service and what it has to do with your research. What actually you want to contribute to your current study? In the methodology part, you might elaborate more on data collection process.