

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. Use APA style for citation in the intext citation.
2. Use H1, H2 and H3 on your conceptual framework.
3. On sampling design, what justifies the banks and countries chosen.
4. Why choosing employees only, so how are you going to measure customer satisfaction from employees.
5. You are adopting post positivism philosophy so where is the qualitative aspect as well as a measure of customer satisfaction.
6. On research gap please note that there are many studies on African banks on customer satisfaction.
7. On table 2 please correct the spelling of the word standard in the last column.
8. How did you measure customer satisfaction from employees.
9. Africa is too big and you cannot generalize results based on a few countries with different economies which are at different stages of development, you could have picked a region e.g. SADC, ECOWAS, SACU etc
10. You need to substantiate your claims in the introduction by citing relevant authors.
11. see attached PDF highlightjed for further comments.