

Trestle Labs Performance Summary



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About This Study

This report is designed to provide you with you with a quick overview of user experience and performance as reported by your beneficiaries.

The insights are based on phone interviews with 52 beneficiaries. These interviews were conducted by 60 Decibels trained researchers. We really enjoyed hearing from your beneficiaries – they had a lot to say!



Methodology

About the 60 Decibels Methodology

In September 2022, 60 Decibels’ trained researchers conducted 52 phone interviews with Trestle Labs Kibo Xs device beneficiaries. The beneficiaries were randomly selected from a random sample of 63 contacts shared. Here is the breakdown of how we collected this data:

In Summary

The Kibo Xs device by Trestle Lab has been a positive addition by providing convenience and meeting an unmet need. However, there are certain areas where significant improvement is required. These include quality of life, caregiver/family member impact, and issue resolution. While some users have reported improvements in reading ability and quality of life, the overall satisfaction level with the device is low. The Net Promoter Score for the Kibo Xs device is -10, indicating low satisfaction among users.

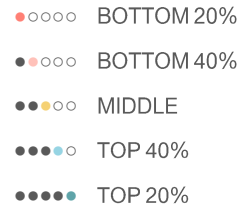
A considerable number of users (44%) report experiencing challenges with the device, with an even higher percentage (96%) reporting unresolved issues. This suggests that there is a need for improvement in the device's functioning and responsiveness to user queries and complaints. Additionally, close to one in five users (19%) have reported not being able to use the Kibo Xs device 'completely' when they visit places, indicating a need to improve the device's portability. Another area that needs attention is the Payment burden experienced by some beneficiaries. Almost one in three beneficiaries (29%) have reported experiencing a 'heavy' payment burden. Therefore, exploring more flexible repayment options could be necessary to address this issue.

Despite these shortcomings, the Kibo Xs device has had a positive impact on the lives of its users. More than one in five (23%) report a 'very much improved' ability to read. Majority of users (87%) report that they would be disappointed if they could no longer use the Kibo Xs device, indicating its value and importance in their lives.

It is essential to address the device's shortcomings and improve its functionality, responsiveness to user queries, and portability to enhance user satisfaction and experience.

Country	India
Interviews Completed	52
Response Rate	83%
Languages	Hindi, English
Average Survey Length	26 mins
Confidence Level	95%
Margin of Error	6%

Detailed Trestle Labs Benchmark Performance



Performance Relative to Benchmark compares Trestle Lab's performance with the 60 Decibels Global Benchmarks which includes 711 companies and 285K+ customers.

Indicator	Description	Trestle Lab	GDI Hub Average	60dB Global Benchmark	Performance Relative to 60dB Global benchmark
Profile & Access					
Alternatives	% without access to good alternative	92%	85%	70%	●●●●●
Female Reach	% female beneficiaries	31%	40%	41%	●●○○○
Impact					
Quality of Life	% whose lives 'very much improved'	8%	46%	36%	●○○○○
Independence	% whose caregiver/ family member 'very much decreased'	17%	40%	-	
Accessibility	% able to use AT product whenever	54%	58%	-	
Satisfaction					
Net Promoter Score	NPS Score, -100 to 100	-10	37	47	●○○○○
Challenges	% experiencing challenges	44%	40%	20%	●○○○○
Issues Unresolved	% with unresolved issues (a subset of Challenges)	96%	87%	56%	●○○○○
Additional Insights					
Payment Burden	% saying payment is 'Not a problem'	41%	69%	-	
Scalability	% disappointed if they could no longer KiboXs device	87%	59%	-	
Ability to read	% reporting 'very much improved' ability to read	24%	47%	-	
Quality of work	% reporting 'very much improved' quality of work	10%	56%	-	
Prospects of growth and promotion	% reporting 'very much increased' prospects	5%	5%	-	
Amount of time it takes to do a typical task at work	% reporting 'very much decreased' time taken	18%	22%	-	
Access to information	% reporting Kibo Xs helps them access information 'completely'	19%	19%	-	

Calculations and Definitions

For those who like to geek out, here's a summary of some of the calculations we used in this report.

Metric	Calculation
Net Promoter Score®	The Net Promoter Score is a common gauge of customer loyalty. It is measured through asking customers to rate their likelihood to recommend your service to a friend on a scale of 0 to 10, where 0 is least likely and 10 is most likely. The NPS is the % of customers rating 9 or 10 out of 10 ('Promoters') minus the % of customers rating 0 to 6 out of 10 ('Detractors'). Those rating 7 or 8 are considered 'Passives'.

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About 60 Decibels

We're a tech-enabled impact measurement company, working in over 70 countries worldwide. Our repeatable, standardized approach to gathering data allows us to gather robust impact indicators and rich graduate insights direct from end users. We also provide genuine benchmarks of impact performance, enabling our clients to understand their impact relative to peers and to make informed decisions regarding how to improve their impact. Our clients include over 350 of the world's leading impact investors, companies, foundations, corporations, NGOs, and public sector organizations.

Thank You For Working With Us!

Let's do it again sometime.

We'd love to hear your feedback on working with 60dB; take 5 minutes to fill out our feedback survey [here!](#)

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Acknowledgments

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