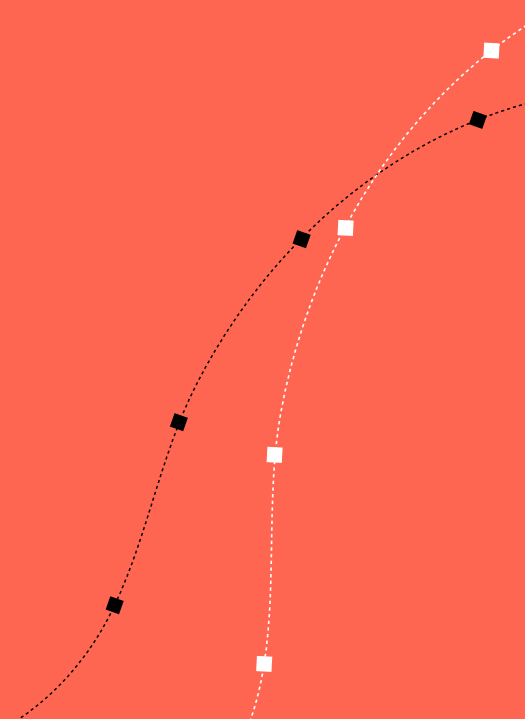


# Koalaa

## 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 29 beneficiaries. These interviews were conducted by 60 Decibels trained researchers. We really enjoyed hearing from your beneficiaries – they had a lot to say!



Credits: Koalaa

## Methodology

### About the 60 Decibels Methodology

In October 2022, 60 Decibels' trained researchers conducted 29 phone interviews with Koalaa Upper limb prosthetic beneficiaries. The beneficiaries were randomly selected from a random sample of 43 contacts shared with 60 Decibels. Here is the breakdown of how we collected this data:

## In Summary

Koalaa has made significant progress in the adoption and use of its upper limb prosthetic, providing a unique product to users who cannot easily access a good alternative. However, there are areas of improvement that need to be addressed to increase the impact and user satisfaction of the product.

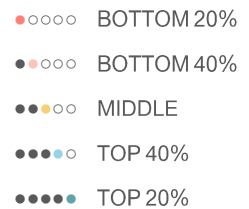
Koalaa's efforts to provide equitable access to the upper limb prosthetic are commendable, with an inclusivity ratio of 0.74 in Sierra Leone. This indicates that the product has the potential to positively impact a significant proportion of the population who may not have had access to such technology before.

The upper limb prosthetic has a positive impact on the quality of life and confidence of its users, with some users reporting increased ability to participate in social events and gatherings. However, the percentage of beneficiaries reporting these improvements is relatively low, indicating the need for more widespread impact and potential benefits beyond the individual user.

User satisfaction is an area of improvement for Koalaa, with a low Net Promoter Score of 1. The high percentage of users reporting challenges and unresolved issues highlights the need for improved support and troubleshooting mechanisms. Koalaa needs to address these challenges to improve the overall satisfaction and retention of its beneficiaries.

Countries	<b>Sierra Leone, Turkey, Sri Lanka</b>
Interviews Completed	<b>Sierra Leone- 10 Turkey- 9 Sri Lanka- 10</b>
Response Rate	<b>74%</b>
Languages	<b>Sinhala, Krio, Arabic, English</b>
Average Survey Length	<b>33 mins</b>
Confidence Level	<b>95%</b>
Margin of Error	<b>11%</b>

# Detailed Koalaa Benchmark Performance



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

Indicator	Description	Koalaa	GDI Hub Average	60dB Global Benchmark	Performance Relative to 60dB Global Benchmark
<b>Profile &amp; Access</b>					
Alternatives	% without access to good alternative	89%	85%	70%	●●●●●
Female Reach	% female beneficiaries	24%	40%	41%	●●○○○
Inclusivity (Sierra Leone)	Inclusivity Ratio (normalized)	0.74	-	0.73	●●●○○
<b>Impact</b>					
Quality of Life	% whose lives 'very much improved'	35%	46%	36%	●●●○○
Confidence	% whose confidence and self esteem 'very much improved'	35%	64%	-	●●○○○
Independence	% whose caregiver/ family member 'very much decreased'	21%	40%	-	●○○○○
Social Life	% whose ability to participate in social events and gatherings 'very much increased'	31%	45%	-	●○○○○
Accessibility	% able to use Koalaa's upper limb prosthetic whenever	32%	58%	-	●○○○○
<b>Satisfaction</b>					
Net Promoter Score	NPS Score, -100 to 100	1	37	47	●○○○○
Challenges	% experiencing challenges	59%	40%	20%	●○○○○
Issues Unresolved	% with unresolved issues (a subset of Challenges)	88%	87%	56%	●○○○○
<b>Additional Insights</b>					
Scalability	% 'very disappointed' if they could no longer use Koalaa's upper limb prosthetic	28%	59%	-	●○○○○
Comfort	% 'significantly reduced' pain & discomfort	29%	58%	-	●○○○○
Fit of product	% reporting that they 'strongly agree' that their prosthetic fits well	28%	28%	-	●○○○○
Normalcy	% reporting 'very much improved' ability to do self-care activities	34%	34%	-	●○○○○

## Calculations and Definitions

Metric	Calculation
<b>Net Promoter Score®</b>	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'.
<b>Inclusivity Ratio</b>	The Inclusivity Ratio is a metric developed by 60 Decibels to estimate the degree to which an enterprise is reaching less well-off customers. It is calculated by taking the average of Company % / National %, at the \$1.90, \$3.20 & \$5.50 lines for low-middle income countries, or at the \$3.20, \$5.50 and \$11 lines for middle income countries. The formula is: $\sum_{x=1}^3 \frac{([Company] Poverty Line \$x)}{(Country Poverty Line \$x)} / 3$

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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!](#)

### Stay In Touch

Please sign up for [The Volume](#), our monthly collection of things worth reading.

## Acknowledgments

Thank you to Niall Marshall for his support throughout the project.

This work was generously sponsored by [Global Disability Innovation Hub](#).