

Table 5

Mean Values for Information Quality in the PSP/IQ Model

	Conforms to Specifications	Meets or Exceeds Expectations	Mean ± SD
Information product quality	Sound: 6.25 Free of error = 6.55 Concisely represented = 6.19 Complete = 5.69 Representationally consistent = 5.45	Useful: 6.28 Relevancy= 6.74 Objectivity = 6.26 Interpretability = 6.12 Appropriate amount = 5.92 Understandability = 6.41	6.28 ± 1.82
Information service quality	Dependable: 6.35 Timeliness = 6.21 Security = 6.50	Usable: 6.23 Accessibility = 6.16 Believability =6.27 Ease of operation = 6.45	6.27 ± 1.82
Mean ± SD	6.29 ± 1.79	6.27 ± 1.78	6.03 ± 1.68