

Information is a vital resource for the success of any organization. Future of an organization lies in using and disseminating information wisely. Good quality information placed in right context in right time tells us about opportunities and problems well in advance.

Quality of information is an important concept. Information quality is a multi-attribute concept. If the attributes that define quality of information are of good quality or of high value then the information is said to have good quality. The attributes of quality of information are:

Timeliness- The speed at which the information is received. Normally, faster the information better is its quality.

Appropriateness- is the suitability matching of the receiver and the information, more the suitability of the information to the receiver, better its quality.

Reliability - the reliability of information is a key attribute of quality. Only if the information is reliable is it of any use. The understanding of reliability comes from past experience, the standing/reliability of the source, the methodology adopted to acquire and process the information and the channel of delivery.

Accuracy - is the correctness of the information.

Normally, the higher the accuracy of the information, the better is its quality.

Completeness - is the measure of comprehensiveness. It is required to ensure that the information provided gives the complete picture of reality and not a part of the picture.

These attributes define the quality of information. A high score on each of the attributes indicate that the quality of information is good.

