# Study on Reliability and Validity of the Assessment Center in Iranian Assessment Center: Challenges and Solutions

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## Abstract

In Iran, after the announcement of directive 1657363 of the country's administrative and employment affairs organization in 2016, which was presented with the aim of promoting and appointing employees based on merit, a large number of employees went to assessment center for receiving certification. Many centers were granted licenses without checking the necessary standards and checking their validity and reliability. This matter led to the cancellation of many of their licenses in 2022 due to dissatisfaction with the quality of these centers. The main goal of this research is to identify challenges and solutions to improve the validity and reliability of assessment centers in Iran. The study method is field-based and data has been collected through participation in 6 licensed centers. After that, four validities (content validity, criterion-related validity, construct validity and face validity) and four reliabilities (Test-retest, Inter-rater reliability, Parallel form's reliability and internal consistency reliability) were examined. The findings indicate that, 30 indicators and three components were identified for this study, of which 26 were ultimately approved by experts. The indicators and components were then ranked using the averages obtained. The necessary (open, axial, and selective) coding was performed next, and the validation model for the assessment centers was developed using the MAXQDA2020 software. The component "management and implementation of the center" was ranked first, while the components "assessors" and "tools and exercises of the assessment center" were ranked second and third. The main achievement of this research shows the special attention to the software when evaluating and its importance regarding the reliability check in assessors and at different times by different tools. This made the deviation between the score of the assessor and the content of each behavioral example to be easily visible, and then the assessor might have changed or the behavioral examples might have modified.

**Keywords**: Assessment Center reliability, Assessment Center Validity, Assessor, Assessment Center tools