

The Rise of Artificial Intelligence in Alternative Dispute Resolution: Ai's Role in Democratizing Access to Equitable Justice

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ABSTRACT

This article posits that the developing regulatory and governance framework surrounding artificial intelligence (AI) will greatly influence the field of alternative dispute resolution (ADR). Integrating artificial intelligence (AI) into alternative dispute resolution (ADR) methods heralds a transformation in our approach to achieving equitable and impartial justice. The article discusses AI's role in moulding ADR and potential future applications of AI in ADR. Furthermore, the paper examines the role of AI in assisting arbitrators during ADR cases and assesses the potential for AI to handle legal duties in ADR proceedings. Moreover, this study investigates how AI technology can enhance ADR processes, increasing their efficiency, precision, and accessibility. Despite the challenges that accompany this subject, the objective of this research is to achieve a balance between the positive and negative aspects of AI in arbitration, while preserving its core principles. Furthermore, the paper supplements the dialogue surrounding the future of AI in the legal industry. The researcher employs the mixed mode (qualitative and quantitative methodologies). The data has been collected through case studies from regions implementing AI-ADR, surveys, and interviews with ADR practitioners from legal professionals, judges, and affected parties to mitigate the procedural delay. Lastly, the researcher proposes pragmatic solutions and recommendations designed to streamline ADR as a means to foster a more equitable and efficient justice system.

Keywords: *Alternative Dispute Resolution, Artificial Intelligence, equitable justice, access to justice*

INTRODUCTION

“Everything has been said, and one comes too late since Men exist and think for more than seven thousand years.”

Law is, at its heart, a matter of dispute resolution. Understandably, many discussions concentrate on the legal aspects and the methods for addressing problems (Dworkin 1986). Yet, it is widely acknowledged that one major drawback of utilizing the judicial system to address conflicts is the considerable amount of time it requires. This incurs substantial financial burdens due to lawsuits. As a consequence, many individuals select Alternative Dispute Resolution (ADR) methods to resolve their disputes (Condlin 2008). AI can serve three key purposes in the field of ADR: streamlining administrative tasks, guiding procedural processes, and supporting practice-related activities. There are numerous approaches to implementing administrative tasks in a supportive role (Carneiro, Novais and Andrade 2014). This includes the generation of promotional materials comprising both text and graphics, as well as the automation of billing and financial management tasks. In the beginning, the emphasis of the new procedures will be on formulating rules for addressing conflicts concerning AI. These will encompass rules and procedures that clarify the acceptable and unacceptable uses of AI in the context of ADR organizations. The essential idea is that leveraging AI to improve client support and results in ADR could

profoundly reshape the functioning of ADR (Solon 2018). Alongside chatbots and AI tools capable of processing language, new developments will focus on products that utilize pattern recognition techniques. Mediators can utilize these products to discern suitable offers, evaluate the case's strengths and weaknesses, and anticipate possible results. Once more, such applications require a significant amount of accurate, relevant, and historical data to be effective. We need to remain vigilant about identifying any potential biases in the data models we employ (Poole 2024).

One of the initial applications of AI can be found in China's "smart court" system. Artificial intelligence is harnessed to support decision-making in select cases, functioning either in place of human judges or in collaboration with them. Machine learning powers AI systems such as Xiaofa, Xiao Zhi, and System 206, enabling them to offer legal advice and conduct hearings to arrive at decisions regarding legal matters. There is still ambiguity about whether these models will support judges or assume their roles, with many inquiries related to fairness and ethical considerations (Abbott 2024).

Although there are several advantages to employing ADR, significant challenges must be resolved to ensure justice is properly upheld. Utilizing AI is crucial for us to achieve this. Initially, AI was primarily employed to manage disputes involving individuals from various regions, but it has since expanded to include local cases as well (Holt 2008).

Research reveals that the application of AI and technology is notably higher in ADR than in traditional judicial cases. This occurs because ADR operates outside the convoluted legal requirements that can impede the court process. AI technologies are speedily functioning, highly productive, and reliable in their outcomes. There are instances when individuals decide to allow a computer to take care of their disputes instead of seeking assistance from another person (Huberman 2019).

Research Methodology

The qualitative and quantitative research methodologies have been adopted for this research article, and the already published scholarly article, the interviews conducted by the relevant personnel in various forums, international reports, surveys, and case laws have been discussed. In furtherance to this, descriptive and analytical research methods have been adopted, as there is always room for improvement in everything after collecting all the data from various forums (be it primary data from the statutes or secondary data as mentioned above) all these have been critically analyzed. Based on that analysis, recommendations are given at the end.

LITERATURE REVIEW

The significance of the ADR is anticipated to grow substantially across the globe. In certain regions, such as the United States, over ninety per cent of disputes are resolved via arbitration. Many different approaches exist for implementing ADR, which is frequently used. This encompasses processes like mediation, arbitration, investigative fact-finding, small claims court, mini-trials, and hiring a judge (Khan, Nisar and Zaid 2022).

In Pakistan, many citizens rely on the legal system to mediate their problems or disagreements. This demonstrates that resorting to the legal system is a frequent approach to conflict resolution. It is also incorrect to claim that the rising popularity of ADR in Pakistan originated from Western practices. The cultural fabric of Pakistan has long relied on various dispute resolution methods, including ADR, the Jirga system, and Panchayats (Khan, Afzal and Iqbal 2022).

A series of adjustments were made to advance arbitration legislation in Pakistan and across the globe. The U.S. has pursued strategies to optimize the benefits it receives from arbitration. The Arbitration Act of 1940 is a law in Pakistan about settling disputes. The panchayat system was a popular method for dispute resolution in British-occupied India, functioning outside the courts both before and during the era of British rule (Faizan, Tahir and Jummani 2024). In Pakistan, the Arbitration Act which was established in 1940 remains operational today. Tracing the evolution of arbitration in Pakistan reveals that it began in 1947, coinciding with the country's independence. Back then, Pakistan was a region of British India, which is typically referred to as the subcontinent.

OVERVIEW OF ADR MECHANISMS

Arbitration

In this approach to resolving disputes, individuals consent to let a third party assist in making decisions regarding their problems rather than pursuing legal action in court. This party is recognized as an arbitrator. After hearing arguments from each side, the arbitrator delivers a ruling that is binding on everyone involved. The parties involved have the option to choose the judge and determine the course of events. Various arbitration techniques arise because groups are permitted to formulate their own rules. Some methods are more flexible and enable people to present any proof available, in contrast to those that follow strict rules like those imposed by a court (Mustill 1989).

Mediation

People or groups can address their issues by enlisting the support of a mediator, who helps them find a solution. A mediator can communicate with all individuals in a dispute and facilitate the discovery of a solution acceptable to everyone. A mediator can speak with individuals separately and convey their thoughts to facilitate a resolution. This method for settling disputes seeks to have all participants work together to create a mutually agreed-upon solution. Subsequently, they note the answer, forming an arrangement that all participants are required to comply with (Boulle and Kelly 2009).

Conciliation

Unlike mediation, conciliation tends to be more informal and less rigid. This method allows for addressing conflicts without the need for legal action. A mediator supports those in disagreement by facilitating better communication and offering expert insights (Vandenberg 1998).

Fact-finding

This technique for resolving issues utilizes concrete evidence to find solutions to disputes. A neutral party engages in fact-finding to explore a conflict and facilitate the comprehension of its reality. The fact-finder hears out all participants and might look for further details if required. Following their examination of the data, they prepare a report outlining their observations. Rather than being a set of rigid rules, the report provides a framework for us to collaborate and seek out solutions through communication. Public organizations often utilize fact-finding to address and settle conflicts (BLOCK 2016).

Mini-trial

A mini-trial offers an alternative for companies to settle their disputes outside of a complete court trial. A concise hearing takes place in which a neutral party functions as the judge, but the outcome is not definitive. Subsequently, attorneys from both sides showcase their evidence and outline the arguments they would make in an actual trial. Businesses regularly utilize mini-trials to enable their leaders to understand the value of their case about the robustness of the other party's position. The primary objective of a mini-trial is to settle disputes similarly to other alternative resolution methods, bypassing the court system and helping the people involved solve their problems (Edelman, Carr and Creighton 1989).

Why would we want ai in dispute resolution?

Historically, the process of settling disputes has often involved people engaging with one another in person. Today, the ability to resolve conflicts hinges on the rapidity of decision-making by individuals and the capacity of traditional courts to deal with numerous cases (Auerbach 1983). As a result of these traits, resolving disputes has become an expensive, protracted, and difficult-to-navigate challenge for many.

Due to the high expenses associated with legal proceedings, most people find it unappealing to represent themselves in court since the judicial system can be quite complex. Those who possessed resources, authority, and valuable skills or knowledge benefited from this circumstance (Cabral, Chavan and Clarke 2012).

The swift changes in technology are creating obstacles to the effective use of artificial intelligence in alternative dispute resolution. AI is capable of speeding up operations and decreasing the likelihood of human mistakes, yet it also faces various issues. Artificial Intelligence is increasingly favored across the globe because it delivers solutions to problems more swiftly, discreetly, and often more effectively than standard legal confrontations (Katsh and Rabinovich-Einy 2020). People are both apprehensive and eager

about the implementation of artificial intelligence in diverse areas. Using AI technology is certainly enticing, given that ADR focuses on delivering a superior, versatile, and discreet means of addressing disputes without resorting to litigation. It is becoming increasingly crucial to assess actual information alongside theoretical issues to determine the likely involvement of AI in ADR. Implementing AI judges and mediators to address conflicts is an innovative strategy designed to improve the arbitration process. Nevertheless, it may feel slightly unsettling in real situations. In the wake of the pandemic, in-person mediation and arbitration sessions have become rarer than they used to be (Scherer 2019).

In the domain of alternative dispute resolution, AI systems can review past resolution data, detect patterns, and offer constructive approaches for resolving future conflicts. Through data-centric approaches, AI can evaluate a vast array of information aimed at resolving disagreements. It can identify patterns and trends, aiding in the rapid resolution of issues by utilizing past occurrences (Waldman, 2019).

On the other hand, this could be viewed as a favourable element in ADR approaches that adhere to common law principles. It employs data analysis to forecast future possibilities grounded in past decisions, agreements, and mediation outcomes, aiding in the pursuit of a harmonious agreement.

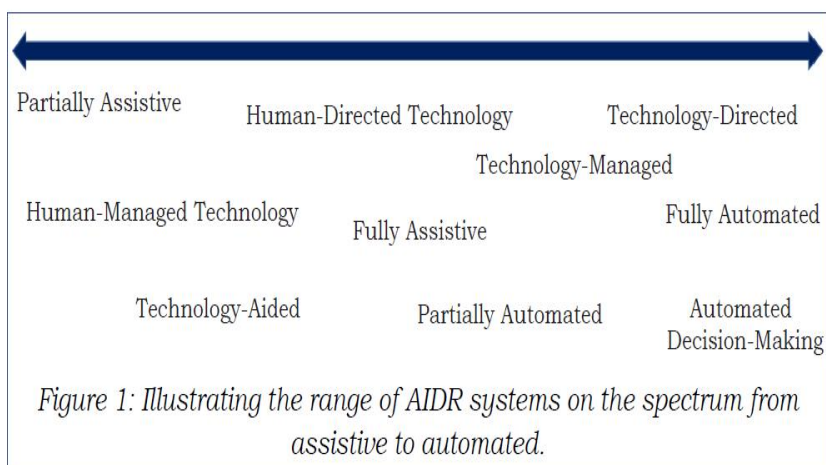
AI technology can contribute to better outcomes in resolving conflicts (Sattar 2023).

Utilizing AI to forecast the outcomes of specific disputes or claims can expedite negotiations and enhance their precision, facilitating cooperation between the involved parties. Even though assessing the possible results of cases and making compromises has always been part of the process, the emergence of new computer programs that can handle extensive data analysis introduces exciting prospects in this area (Greenwald and McGhee, 1998).

The inquiry focuses on the impact on conflict resolution when decisions are automated and made by machines instead of humans utilizing a platform. Initially, there was a belief among some that the implementation of AI and technology would eliminate human biases and enhance the precision of legal outcomes and informal resolutions (Remus and Levy 2016).

Classifications, applications, and impacts of ai in adr

Several factors determine how AI influences ADR processes, the parties involved in disputes, and the roles of neutral figures like negotiators, mediators, and arbitrators. These factors include the type of technology utilized, the specific tasks executed, and the degree of human supervision and involvement (Casetext 2023).



Neutrals benefit from assistive technologies, which supply support, guidance, or insights. This illustrates one part of the spectrum of available alternatives (Arsdale 2015). These technologies can streamline and improve ADR outcomes by eliminating administrative hurdles and inefficiencies in areas like document management, communication, scheduling, and travel, while also equipping neutral parties with essential information, such as thorough legal research, to facilitate accurate and informed decision-making. At this

moment, assistive technologies are being utilized. It is claimed that the system offers swifter, superior, and budget-friendly suggestions and forecasts that lawyers can review and validate (Rosa and Zeleznikow 2021). Regarding ADR, this solution could enhance the efficiency of mediators' work, saving them both time and effort. It has the potential to fulfil diverse procedural needs by delivering spoken and written messages to individuals in conflict, while also saving costs on human translation services by providing initial translations (Zeleznikow 2021).

Technologies in the automotive sector can either enhance specific tasks or fully take control of them, and there are cases where they could completely displace manual labour positions. Some functionalities involve negotiating automatically, establishing agreements, creating plans for awards and resolutions, and making choices. CoCounsel, introduced in March 2023, asserts that it is the first-ever AI legal aid in existence (Miller 2022). The system allows users to assign multifaceted and demanding tasks, like conducting legal research, analyzing contracts and documents, and preparing for depositions. Supporters of automobile technology assert that due to its capacity to detect correlations in extensive data collections at a speed and precision unmatched by humans, AI can evaluate historical problems and utilize essential features, concepts, and rules to address upcoming difficulties (Saripan, Hassan and Abdullah 2021).

Individuals who self-represent in court can benefit from automated systems that provide timely and low-cost legal advice. By presenting a clear picture of possible results to those in conflict, we enable resource-limited individuals to make wiser decisions about whether to engage in ADR (Cockfield 2015). This might address fears that the process of ADR favours those who are more affluent and powerful. Research has demonstrated that some individuals feel more comfortable discussing their ideas with an AI than with a dispassionate human. This could be attributed to a feeling of enhanced anonymity or the understanding that AI does not form judgments based on personal attributes (Bellucci, Lodder and Zeleznikow 2004).

Those participating in ADR often strive to ensure they are impartial and just in their approach. To guarantee this, they could decide to appoint neutral representatives, such as mediators, from countries unrelated to the individuals in dispute. While assistive technologies are generally accepted, there is greater hesitation regarding automotive technologies due to their ability to shape ADR case outcomes with little human guidance (Kartez, Bento and Carrel 2019).

Merits of Ai in ADR

The application of artificial intelligence within ADR significantly contributes to the administration of justice by allowing for the prioritization of cases that involve human rights infringements (Eidenmueller and Varesis 2020). A striking example is the AI system utilized by the European Court of Human Rights, which achieved an accuracy rate of 79%. AI has the potential to anticipate the outcomes of legal cases by scrutinizing both case law and legislative texts to derive the most favourable conclusions. The capability of AI to analyze vast amounts of documentation and perform thorough due diligence has been vital in ensuring that justice is served promptly. This advancement also enables legal practitioners engaged in ADR, such as arbitrators, to dedicate their efforts to more urgent matters within the case that require their utmost focus (Karugu 2020).

Additionally, the use of AI in ADR has resulted in enhanced customer satisfaction, as certain parties find it easier to disclose their issues to a machine-learning arbitrator. This is particularly significant in sensitive cases where individuals may be concerned about judgment or bias from a human arbiter, mediator, or negotiator. AI has also played a crucial role in assisting individuals in securing legal funding and locating qualified advisors. Platforms such as GetAid are instrumental in helping individuals pursue legal action (Alessa 2022). Furthermore, the integration of AI in ADR ensures that self-represented individuals have a greater opportunity to attain justice, as the AI system is designed to offer the most favourable solutions for both parties involved. Individuals in decision-making roles commonly utilize firsthand information as a basis for their decisions (Ramilo and Embi 2014).

There are instances when crucial aspects of a case may be overlooked, which can result in an injustice. To mitigate this cognitive bias, Artificial Intelligence endeavours to evaluate relevant data simultaneously,

assisting individuals in making sound and informed choices. As a result, AI is engineered to produce decisions that are predominantly logical through its self-governing algorithms (Gluyas and Day n.d.).

Challenges in the implementation of effective ODR in Pakistan

Countries at the forefront of development, including the United States and the European Union, established Online Dispute Resolution (ODR) systems many years ago and now maintain intricate structures to manage disputes in diverse areas. Conversely, developing nations such as Pakistan are considerably behind in the realm of ODR, struggling to capitalize on modern technological advancements. The journey of ODR in Pakistan is fraught with difficulties, facing a range of technological, cultural, legal, and regulatory challenges.

Technological challenges: In Pakistan, despite the overall increase in internet usage, rural areas still face significant limitations in service availability. Additionally, inadequate internet connectivity in certain regions may create obstacles for parties wishing to participate in ODR activities (Khan, Kaya and Habib 2018). In addition, conservative political factions tend to be hesitant to adopt innovative technologies or online mechanisms for resolving disputes. This apprehension towards technology is largely due to unfamiliarity and a sense of external interference. Concerns about the security and privacy of personal information, along with the risk of technical failures or hacking, further exacerbate this fear. Conversely, younger generations are becoming increasingly proficient in technology, exhibiting greater confidence as they have actively participated in its advancement. Although Pakistan is progressing towards digitalization, a significant portion of its population still lacks access to essential technologies like computers and smartphones, resulting in a digital divide (Khan, Zubair and Malik 2019).

Cultural challenges: Research has shown that Pakistanis are significantly more inclined to shop in physical malls and markets for goods and services rather than utilizing online platforms (Hildebrandt 2017). This behavior is largely driven by a preference for direct interaction, as individuals tend to trust what they can see, touch, or confirm. Moreover, there is a widespread lack of understanding regarding ODR and its potential benefits, which may limit the technology's adoption. This situation raises important questions about the practicality and effectiveness of ODR systems in our society. Additionally, the reliance on the English language in online environments and ODR processes poses a challenge, especially in the lower courts of Pakistan, where proceedings are often conducted in the local language. This preference for English may disadvantage those who are not fluent in it (Ullah 2021).

Legal & regulatory challenges: Presently, Pakistan does not possess adequate national or international legislation specifically related to AI driven ADR. There is an urgent need for comprehensive legal frameworks to address the complexities of the digital age. Moreover, it is nearly impossible for lawyers, who have invested decades in traditional legal training, to gain proficiency in AI-ADR. Consequently, ADR arbitrators—who fulfil roles such as negotiators, mediators, and conciliators—must undergo specialized training (Thompson 2015). While legal representation is suitable for court cases, the absence of qualified ODR practitioners raises concerns about who will offer appropriate advice (Cranston, 1979). The challenges faced by Pakistan are not unique; rather, they are shared by numerous developing countries that are considering ODR as a means to relieve some pressure from conventional courts.

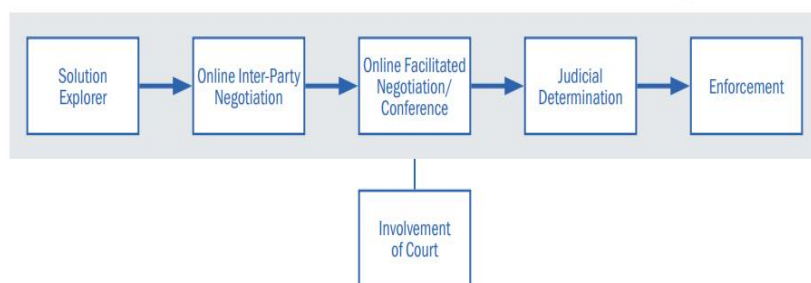
Human Trust in Ai: One might conclude that parties have confidence in a human arbitrator because of the arbitrator's emotional intelligence, characterized by the ability to sympathize, empathize, and reason effectively. In contrast, forecasting the resolution provided by a machine arbitrator in the face of moral dilemmas remains difficult, given that empathy cannot currently be encoded into algorithms (Shawani 2020).

Challenges of data and neutrality: The reliance on artificial intelligence on the type and quality of input data represents both an advantage and a drawback. The data produced ultimately serves as the driving force behind any changes or lack thereof (Khan, Nisar and Zaid 2022). Nevertheless, achieving complete neutrality within such a system is virtually unattainable. This is primarily because AI is fundamentally dependent on the data it is provided; the sources of this data will invariably introduce their own biases, regardless of their efforts to ensure impartiality. As a result, AI, especially in its formative stages, is

vulnerable to creating significant challenges. If the data input is rife with racial, cultural, and religious biases, the chances of arriving at a fair and just conclusion are greatly diminished. A prominent example of algorithmic bias can be found in the system developed by the Durham Constabulary in the United Kingdom (Vandenberg 1998).

Maximizing access to Justice

Ensuring that access to AI systems is independent of overall technological access is of paramount importance. A reliance on technology could result in certain users facing disadvantages (Zelevnikov 2021). This situation necessitates one of two solutions: either the design of a user-friendly interface that the majority can operate or the introduction of intermediaries to assist in the interaction between clients and AI systems. Nevertheless, the second option is not optimal, as it diminishes one of the key benefits of AI, which is the reduction of time and resource constraints linked to human involvement (Bailey 2018).



Integrated online court resolution of disputes

It is clear that those entities that are already privileged, such as wealthier organizations and their clients, will have early access to sophisticated AI technologies (Improving Access - tackling unmet legal needs 2017). Nevertheless, it is expected that these technologies will gradually proliferate and become accessible at all levels, similar to the evolution of previous computing technologies (Silver 1996). As a result, the initial phase may reveal a disconcerting disparity, which is likely to normalize over time. A more significant issue is the potential shift in the culture of legal practices, ADR, and ODR that could stem from this temporary inequality, especially if it leads to a reduction in the responsibilities of junior lawyers (Alessa, 2022).

AI-based resolution systems ought not to be regarded as an inexpensive and simplistic method for addressing lower-value cases, especially if the service they provide is markedly inferior to that of human practitioners. Embracing this viewpoint would lead to a scenario where the administration of justice is influenced by one's financial status (Hanretty 2016).

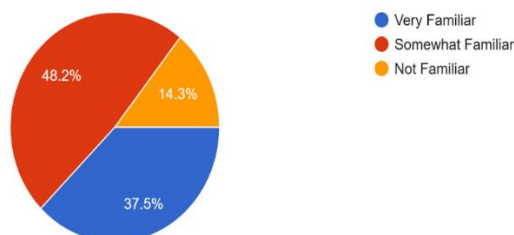
SURVEY

A survey was conducted to examine the impact of AI on ADR and its potential role in democratizing access to equitable justice. The survey collected insights from legal professionals and stakeholders regarding AI's effectiveness, accessibility, and fairness in ADR processes. This data provides a basis for analyzing how AI can support a more inclusive and efficient justice system, addressing barriers in traditional dispute resolution methods.

How familiar are you with the concept of Artificial Intelligence in Alternative Dispute Resolution?

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56 responses

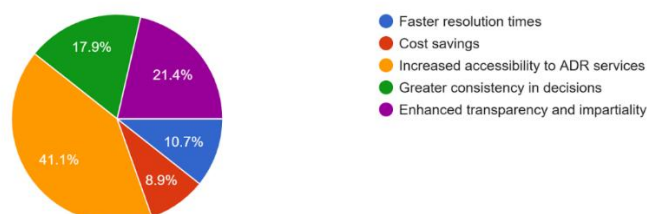


This question aimed to gauge participants' familiarity with the concept of AI in ADR. The results indicate that while a majority (48.2%) of respondents are 'Somewhat Familiar' with AI in ADR, a substantial portion (37.5%) reported being 'Very Familiar.' However, a smaller group (14.3%) indicated they were 'Not Familiar' with the concept.

In your opinion, what are the primary advantages of using AI in dispute resolution?

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56 responses

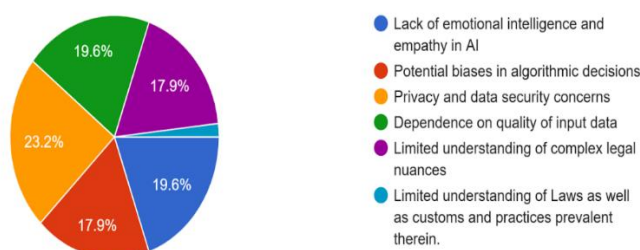


This question sought to understand participants' views on the primary advantages of using AI in dispute resolution. The responses indicate that the most recognized benefit is 'Increased accessibility to ADR services,' chosen by 41.1% of respondents. Following this, 'Enhanced transparency and impartiality' (21.4%) and 'Greater consistency in decisions' (17.9%) were also seen as significant advantages. Fewer participants highlighted 'Faster resolution times' (10.7%) and 'Cost savings' (8.9%) as primary benefits.

What do you see at the most significant risks of implementing AI in ADR?

What do you see as the most significant risks of implementing AI in ADR?

56 responses



This question aimed to identify the most significant risks associated with implementing AI in ADR. The results reveal that the top concern is 'Privacy and data security,' cited by 23.2% of respondents. Concerns around 'Lack of emotional intelligence and empathy in AI' and 'Dependence on the quality of input data' are also significant.

were each identified by 19.6% of participants. 'Potential biases in algorithmic decisions' was also a notable risk, selected by 17.9%, while a smaller portion (1.8%) pointed to 'Limited understanding of complex legal nuances.'

Which stages of the ADR process do you think AI is most suited to assist with?

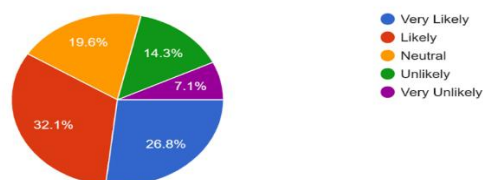
Which stages of the ADR process do you think AI is most suited to assist with?
 56 responses



This question explored which stages of the ADR process participants believe AI is best suited to support. The responses indicate that 'Case intake and preliminary assessment' (26.8%) and 'Decision-making and outcome prediction' (25%) are viewed as the stages where AI could be most beneficial. 'Evidence review and analysis' was selected by 17.9% of respondents, while 10.7% felt AI would be most useful in 'post-resolution follow-up.' Notably, 19.6% of participants suggested that AI could assist equally across all stages.

How likely do you think it is that AI will become a standard tool in ADR over the next 10 years?

How likely do you think it is that AI will become a standard tool in ADR over the next 10 years?
 56 responses



This question assessed participants' views on the likelihood of AI becoming a standard tool in ADR within the next decade. Responses indicate that a combined majority (58.9%) believe AI adoption in ADR is either 'Very Likely' (26.8%) or 'Likely' (32.1%) in the coming years. A smaller portion expressed a 'Neutral' stance (19.6%), while 14.3% felt it was 'Unlikely' and 7.1% viewed it as 'Very Unlikely.'

WAY FORWARD

The process of adopting Online Dispute Resolution (ODR) unfolds gradually and requires collaboration among multiple stakeholders, including governmental authorities, the legal profession, technology vendors, and the public. To initiate this:

The Supreme Court of Pakistan must first conduct extensive research to identify cases suitable for AI-ADR, focusing initially on minor claims such as consumer disputes, landlord-tenant disagreements, and employment disputes. The Supreme Court's mandate will lend the necessary credibility and authority to this technologically integrated legal process. Following this, policymakers should undertake a comprehensive review of cybersecurity and data privacy regulations to align them with the growing requirements of AI-driven dispute resolution. Addressing matters like liability will be crucial before AI can be fully integrated into ADR.

Furthermore, the Supreme Court should collaborate with governmental agencies and educational institutions to develop a strategic plan to address potential criticisms from any societal group questioning the legitimacy and authenticity of ODR. Simultaneously, legal practitioners must receive thorough training in the integration of AI within ADR processes. This training is essential for understanding AI's

potential in legal proceedings, especially with the anticipated automation of various functions in the legal profession in the coming years.

CONCLUSION

This study has offered a succinct analysis of artificial intelligence and its operational mechanisms in alternative dispute resolution (ADR). It has also highlighted several benefits, drawbacks, and potential opportunities related to the use of AI in dispute resolution mechanisms, to address some prevalent myths about AI. ADR is one of the approaches that have been adopted to progress towards this aim. However, we can further this initiative by incorporating artificial intelligence into ADR, akin to its utilization in traditional judicial systems. Effective AI regulations are expected to positively impact Alternative Dispute Resolution (ADR) since they aim to fulfil objectives and values that resonate within both areas, such as fostering trust, fairness, and diversity. Should AI systems be held to more rigorous standards than those applicable to human neutrals, particularly in terms of explainability and transparency, these regulations could address some of the persistent issues in ADR governance. The legal and technology industries can strive for higher standards, and this Article provides a foundational framework for promoting collaborative efforts that will enable legal AI to serve as an effective tool for improving access to justice. The role of artificial intelligence in arbitration is evolving into a crucial supportive tool, with considerable prospects for further growth and application.

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