

ABSTRACT

The rapid development of Information Technology has influenced the pattern of community life, it cannot be denied it is also influenced the people on how they settle the dispute at the moment which known as Online Dispute Resolution (ODR). Online Arbitration is a part of ODR which commonly used by the parties. As the world's largest business organization, International Chamber of Commerce (ICC) has successfully implement Online Arbitration by issuing a rules that have to be obeyed by the parties who wish to settle the dispute among them under ICC. As the world's leading Arbitration Institution, it is proven that ICC have been handled more than 22.000 disputes in 137 countries and territories until 2017. The issue of online Arbitration itself arises and comes to rectify the disadvantages of conventional Arbitration because in a practice, conventional Arbitration often takes a long time and the cost of Arbitration is not as cheap as previous presumption. With the increase of e-commerce activity through Internet media, which often causes disputes among the parties concerned, the international community needs a way of dispute resolution which is faster, cheaper and more effective than through conventional arbitration.

Keywords: *arbitration, online arbitration, dispute, dispute settlement, international chamber of commerce*