

## CHAPTER FIVE

### CONCLUSION AND RECOMMENDATION

#### A. Conclusion

Arbitration as the method of dispute settlement has develop from time to time. By answering party's needs, ICC implements Online Arbitration as a new method of dispute settlement to rectify the disadvantages of conventional Arbitration. Based on the previous elaboration and discussion, it can be concluded:

1. Online Arbitration under ICC has successfully settle the dispute among parties, it is supported that ICC Rules have been applied widely. ICC also facilitates the parties to ease them by providing the sample wording for their agreement including agreement to use information technology or known as a part of Online Arbitration.
2. The case examination of Online Arbitration Procedural Law starting from registration phase until post-award stage have been concluded under ICC Rules of Arbitration, ICC Notes to Parties and Arbitral Tribunals on the Conduct of the Arbitration, ICC Cost-Calculator and ICC Commission Report on Information Technology in International Arbitration.

**B. Recommendation**

Based on the case examination from previous discussion, the author would like give a suggestion as follows: first, making use of IT to be more effective on the process of dispute settlement wherever it is. Second, if it is agreed to use IT as a tool to facilitate the settlement, ensure that the IT functions properly at all relevant times and does not impair the progress of the arbitration as a form of good faith by all the parties concerned. On the other hand, if poorly managed, IT can increase time & cost, or-in the worst case even result in unfair treatment of a party.