



## Transforming Dispute Resolution in the Global Business Era: The Advantages of Arbitration in Realizing Legal Certainty, Efficiency, and Confidentiality of the Parties

Nadia Br pasaribu<sup>1</sup>, Yuliastri Khorvica Harahap<sup>2</sup>, Maisari Nasution<sup>3</sup>, Putri Marganti Pasaribu<sup>4</sup> Tika Afrianti<sup>5</sup>

<sup>1,2,3,4,5</sup>Universitas Islam Negeri Sumatera Utara

E-mail: [nadpsrb76@gmail.com](mailto:nadpsrb76@gmail.com), [Yuliastrikhorvicaharahap@gmail.com](mailto:Yuliastrikhorvicaharahap@gmail.com), [Maisarinst@gmail.com](mailto:Maisarinst@gmail.com),  
[Putrimargantipsb@gmail.com](mailto:Putrimargantipsb@gmail.com), [Tikaafrianti@gmail.com](mailto:Tikaafrianti@gmail.com)

Article Info	Abstract
<p><b>Article History</b> Received : 2024-04-20 Revised: 2024-04-23 Published: 2024-05-30</p> <p><b>Keywords:</b> <i>Arbitration; Dispute Resolution; Legal Certainty; Efficiency; Litigation.</i></p>	<p>The development of increasingly complex business relationships leads to an increase in the potential for disputes that require an effective, fast, and legal certainty resolution mechanism. Dispute resolution through litigation often faces various obstacles, such as lengthy processes, complex procedures, and limitations in maintaining the confidentiality of the parties. This research aims to analyze the advantages of arbitration as a modern dispute resolution mechanism in realizing efficiency, legal certainty, and protection of the interests of the parties. This research uses a normative legal research method with a qualitative approach through library <i>research</i>. Research data was obtained through a study of laws and regulations, legal literature, scientific journals, and legal documents related to arbitration. The results of the study show that arbitration has various advantages over litigation, namely procedural flexibility, time and cost efficiency, final and binding nature of the award, protection of confidentiality, and opportunities for parties to choose arbitrators with special expertise. Nevertheless, arbitration still faces challenges in the form of relatively high fees and limited oversight mechanisms for awards. In conclusion, arbitration is a relevant dispute resolution instrument in the modern legal system and needs to be strengthened in order to be able to provide effective, professional, and fair settlements.</p>

### I. INTRODUCTION

The development of increasingly complex business relationships and economic activities has brought the consequence of increasing the potential for disputes between the parties involved in a legal relationship. Differences in interests, interpretation of contracts, failure to fulfill obligations, and the dynamics of cross-border transactions are factors that make business disputes increasingly difficult to avoid. In this context, the dispute resolution mechanism is a fundamental aspect that determines the continuity of the legal relationship between the parties. An effective dispute resolution system is not only required to be able to provide justice, but must also ensure legal certainty, time efficiency, protection of business interests, and maintain the stability of commercial relations (Baharuddin, 2024).

So far, dispute resolution through judicial institutions (litigation) has been the main mechanism used by the community to obtain legal settlements. However, in practice, settlement through the courts often faces various structural problems, such as a relatively long case

examination process, a high burden on the judiciary, formal and complex procedures, and the openness of the trial process which in some conditions can be detrimental to the interests of the parties, especially in business disputes related to the company's strategic information. This condition has led to the emergence of a need for a dispute resolution mechanism that is more adaptive, flexible, and able to adapt to the characteristics of modern disputes (Mantili, 2021).

In the development of contemporary law, arbitration is present as an alternative form of dispute resolution that offers a different approach than conventional litigation mechanisms. Arbitration provides a wider space for the parties to determine their own dispute resolution process through the principle of freedom of contract (*freedom of contract*). The parties have the authority to select arbitrators who are considered to have special competence and expertise in accordance with the field of dispute, determine the examination procedure, choose the place of settlement, and determine the law to be used in the arbitration process. This flexibility is one of

the main characteristics that makes arbitration increasingly used in the resolution of commercial disputes, both nationally and internationally (Sauca & Sawitri, 2025).

The advantages of arbitration lie not only in procedural flexibility, but also in the aspects of efficiency and legal certainty. In contrast to the litigation process which allows for a series of tiered legal remedies, an arbitral award is in principle final and binding (*Final and binding*) for the parties. This characteristic provides certainty about the end of a dispute and reduces legal uncertainty that often arises in the process of resolving cases through the courts. In addition, the confidential nature of arbitration (*Confidentiality*) to provide protection for business information, corporate reputation, and the strategic interests of the parties to the dispute (Hombokau, 2024).

In Indonesia, the existence of arbitration has gained legal legitimacy through Law Number 30 of 1999 concerning Arbitration and Alternative Dispute Resolution. The regulation provides a legal basis regarding the authority of arbitration, the dispute examination process, and the implementation of arbitral awards. The presence of this regulation shows that the Indonesian legal system has provided space for out-of-court dispute resolution as part of the development of modern procedural law. Arbitration is no longer seen as just an alternative to the courts, but has evolved into a dispute resolution instrument that has its own characteristics in meeting the needs of the business community (Riza & Abduh, 2019).

However, the use of arbitration is also inseparable from various issues that need to be critically studied. One of the issues that often arises is the high cost of conducting arbitration, especially when involving international arbitrators or cases with a high level of complexity. In addition, the process of implementing arbitral awards, especially foreign arbitral awards, still faces challenges related to differences in legal systems between countries and the mechanisms for recognition and enforcement of awards. This shows that the advantages of arbitration need to be comprehensively understood by also considering the limitations and obstacles to its implementation (Kurniawan, 2024).

These problems show that arbitration is in an interesting position to study, namely as a dispute resolution mechanism that offers various advantages over litigation, but still faces

challenges in its implementation. Therefore, research on the advantages of arbitration is important to understand the extent to which this mechanism is able to provide solutions to the needs of modern dispute resolution that demands speed, flexibility, confidentiality, and legal certainty.

Based on this description, this article aims to analyze the advantages of using arbitration as a dispute resolution mechanism, focusing on aspects of procedural effectiveness, flexibility of the parties, legal certainty, and protection of business interests. In addition, this study also examines the various challenges that arise in the implementation of arbitration in order to obtain a more objective understanding of the position of arbitration as one of the instruments for dispute resolution in the modern legal system.

## II. RESEARCH METHODS

This research uses a normative legal research method with a qualitative approach through library research. This method was chosen because the research focuses on the study of legal norms, concepts, and theories related to arbitration as an alternative dispute resolution mechanism (Cape & Calvin, 2026). The research data was obtained from secondary data which included primary legal materials in the form of laws and regulations, especially Law Number 30 of 1999 concerning Arbitration and Alternative Dispute Resolution and the 1958 New York Convention, as well as secondary legal materials in the form of books, scientific journals, and relevant previous research results.

Data analysis was carried out in a descriptive-analytical manner by examining various aspects of the advantages of arbitration, such as procedural flexibility, time efficiency, process confidentiality, arbitrator competence, and the nature of final and binding awards. This study also uses conceptual approach and comparative approach to analyze the difference between arbitration and litigation in dispute resolution (Suyanto, 2023). Through this method, this study aims to provide a comprehensive overview of the position of arbitration as a modern dispute resolution mechanism that is able to provide legal certainty, efficiency, and protection for the interests of the parties.

### III. RESULTS AND DISCUSSION

#### A. Arbitration as an Efficient and Legal Certainty-Oriented Dispute Resolution Mechanism

The development of modern business activities characterized by the increasing complexity of contractual relationships, cross-border transactions, and the involvement of various economic actors has brought changes to the need for dispute resolution. Dispute resolution is no longer only understood as a process to obtain a decision that states legal truth or wrong, but must also be able to provide an effective, fast, and strategic solution for the sustainability of the relationship between the parties. In the context of business relationships, delays in dispute resolution can have broader consequences, such as disruption of operational activities, loss of economic opportunities, increased transaction costs, and damage to previously established commercial relationships (Rafika, 2022). Therefore, a dispute resolution mechanism that is able to provide certainty of time and results is an important need in the modern legal system.

Arbitration is present as one of the dispute resolution mechanisms that offers different characteristics compared to the litigation process through state judicial institutions. The main difference lies in the more flexible nature of arbitration and is based on the agreement of the parties (*Party Autonomy*) (Nopiandri, 2018). Through the principle of freedom of contract, the parties are given the authority to determine how the dispute will be resolved, including choosing an arbitration institution, determining an arbitrator, choosing the applicable law, and arranging the examination procedure that is considered most appropriate to the characteristics of the dispute. This flexibility makes arbitration more responsive to the needs of the business community that requires a resolution mechanism that is less formalistic, but still has binding legal force.

One of the main aspects that makes arbitration have an advantage is the time efficiency in the dispute resolution process. In the litigation mechanism, a case can last for a long time due to several stages of examination and legal remedies available to the parties, ranging from the first level, appeal, cassation, to review. Although the mechanism aims to provide space for a more comprehensive search for justice, from a business perspective the long process often creates uncertainty that can hinder the economic activities of the parties. In contrast, arbitration is

designed with a simpler mechanism because the award is in principle final and binding (*Final and binding*), so that there is no appeal process as in the general justice system (Sari, 2019).

The final and binding nature of an arbitral award is closely related to the principle of legal certainty. Legal certainty is not only related to the existence of clear rules, but also to the ability of the legal system to provide solutions that can be predicted and implemented effectively. In the context of arbitration, the parties obtain certainty about when the dispute will end and what the legal consequences will be after a decision. This is an important value, especially in commercial disputes, because business actors need certainty so that they can immediately make economic decisions, restructure their businesses, and continue trade relations without being burdened by prolonged legal conflicts.

In addition to providing efficiency in terms of time, arbitration also has advantages in terms of managing the dispute resolution process. In arbitration, the parties have room to adjust the procedure to the level of complexity of the case at hand. For example, in disputes of a high technical character such as construction, investment, or technology, the parties may choose an examination procedure that allows the use of experts and arbitrators with special competence. In contrast to the court which must follow the generally applicable procedural law mechanism, arbitration provides the flexibility to form a settlement process that is more in line with the needs of the case (Harisa, 2018).

From a cost perspective, arbitration also exhibits different characteristics to litigation. In the early stages, arbitration is often perceived to have a greater cost due to the administrative costs of the arbitration institution, arbitrator fees, and the need to use certain experts. However, when analyzed thoroughly, these costs can be more efficient than litigation that lasts over a long period of time. The length of the judicial process not only increases the cost of advocates and case administration, but also indirectly causes indirect economic costs in the form of delays in the implementation of contracts, disruption of business relationships, and loss of investment opportunities. Thus, the measure of cost efficiency in arbitration is not solely seen from the initial expenditure, but from the overall economic consequences that arise during the dispute resolution process (Tampubolon, 2019).

Furthermore, the efficiency of arbitration is also related to its ability to maintain the sustainability of the business relationship of the parties. In modern trading practices, disputes do not always mean the end of a cooperative relationship. Many business disputes still require the continuation of the contractual relationship after the conflict is resolved. The more private, flexible, and settlement-oriented nature of arbitration allows the parties to maintain professional communication and reduce open conflicts that can damage each party's reputation. This is in contrast to litigation that is public in nature and often puts the parties in a more confrontational position.

However, the advantages of arbitration in providing efficiency and legal certainty still need to be critically understood. The final and binding nature that is the advantage of arbitration can also be a limitation if one of the parties feels that there is an error in the arbitrator's award. The absence of an appeal mechanism as in the court causes the room for correction of the arbitral award to be more limited. Therefore, the quality of the arbitration process is highly dependent on the professionalism of the arbitrator, the integrity of the arbitration institution, and the ability of the parties to draft arbitration clauses appropriately from the beginning of the contractual relationship.

Based on this description, it can be understood that arbitration is not just an alternative to dispute resolution through the courts, but is a form of transformation in the paradigm of legal conflict resolution. Arbitration offers an approach that places efficiency, flexibility, and legal certainty as key elements in dispute resolution. In the era of global business that requires speed and certainty in decision-making, arbitration is a legal instrument that is able to answer the needs of the parties while maintaining the principles of justice and legal certainty.

### **B. Arbitration Flexibility and Confidentiality as a Strategic Advantage in Business Disputes**

In addition to the aspects of time efficiency and legal certainty, flexibility and confidentiality are the main characteristics that make arbitration have a strong appeal in resolving business disputes. In the development of modern commercial relationships, business actors not only need a dispute resolution mechanism that is able to produce a decision, but also a mechanism

that can protect the economic interests, reputation, and sustainability of their business relationships. Arbitration addresses these needs through a more private dispute resolution approach and provides ample space for the parties to determine the settlement procedure based on mutual agreement (Asnawi et al., 2024).

The flexibility of arbitration is fundamentally rooted in the principle of the autonomy of the parties (*Party Autonomy*) which is one of the fundamental principles in arbitration law. This principle gives the authority to the parties to the dispute to determine various important aspects in the arbitration process, ranging from the selection of the arbitration institution, the appointment of arbitrators, the place where the arbitration is held, the language used, the applicable law, to the procedural rules that will be applied during the examination of the case. This freedom shows the fundamental difference between arbitration and litigation, where the process of resolving cases through the courts is fully subject to procedural law that has been determined by the state (Nopiandri, 2018).

From a business relationship perspective, such flexibility has strategic value because the characteristics of each dispute are not always the same. Disputes that arise in the field of construction, for example, have different technical complexity from disputes in the fields of investment, technology, or international trade. Through arbitration, the parties can select arbitrators who have specific experience and understanding of the disputed field, so that the review process not only considers the legal aspects formally, but also pays attention to the relevant technical aspects and industry practices. This condition has the potential to result in a settlement that is more in accordance with the characteristics of the dispute than the general judicial mechanism.

In addition to procedural flexibility, the confidentiality aspect is one of the main reasons for the increasing use of arbitration in the business world. Unlike the court trial process, which is in principle open to the public, arbitration takes place in a more private space so that information about disputes is not automatically known to the wider public. This nature of confidentiality provides protection for various strategic information of the company, such as trade secrets, business strategies, financial data, technology, and contract clauses that have economic value (Wisconsin, 2018).

Protection of confidentiality is important because business disputes are not only related to the legal relationship between two parties, but can also affect the image and credibility of a company. In a business world that relies heavily on market trust, publication of legal conflicts can have negative consequences, such as a decrease in investor confidence, disruption of relationships with business partners, or a weakening of the company's competitive position. Therefore, the ability of arbitration to maintain confidentiality is a strategic advantage that cannot always be provided by litigation mechanisms.

Furthermore, the confidentiality of arbitration also creates a more conducive dispute resolution environment. The parties can submit arguments, documents, or evidence more openly without worrying that the information will be for public consumption. This condition allows the examination process to take place in a more professional manner and focus on resolving the substance of the dispute, rather than on the external pressures that often arise in cases that are examined openly in court.

Nonetheless, the nature of confidentiality in arbitration needs to be understood proportionately. Secrecy does protect the interests of the parties, but on the other hand it can reduce the level of public transparency in the dispute resolution process. In some cases of public interest, limited access to arbitration information may lead to a debate about the balance between the private interests of the parties and the need for legal accountability (Gaman & Tuasikal, 2025). Therefore, the application of the principle of confidentiality must still take into account the context of the dispute and the applicable legal provisions.

In addition to confidentiality issues, arbitration flexibility also has challenges in its implementation. The freedom of the parties to determine the dispute resolution mechanism can be an advantage if it is carried out by parties who have a relatively balanced bargaining position. However, in practice, there is a possibility that parties with greater economic power may influence the drafting of arbitration clauses that are less favorable to parties in a weaker position. This condition shows that the principle of freedom of contract in arbitration cannot be understood absolutely, but must be balanced with the principles of procedural justice and protection of vulnerable parties (Lathif & Habibaty, 2019).

Therefore, the success of arbitration is determined not only by the flexibility it has, but also by the quality of the arbitration agreement made by the parties, the independence of the arbitrator, and the integrity of the arbitration institution that handles the case. Flexibility should be directed towards creating an effective and fair settlement process, not being an instrument that reinforces the imbalance of the parties' positions.

Thus, flexibility and confidentiality make arbitration have a strategic advantage in modern business dispute resolution. Both aspects allow arbitration to provide a more personalized, adaptive, and responsive approach to settlement. However, these advantages must still be accompanied by the application of the principles of balance, proportionate transparency, and protection of procedural justice so that arbitration is truly able to become an effective and fair dispute resolution mechanism.

### **C. Arbitrator Professionalism and the Challenges of Arbitration Implementation in the Modern Legal System**

One of the fundamental characteristics that distinguishes arbitration from litigation mechanisms is the involvement of arbitrators as parties who have the authority to examine, assess, and decide disputes based on their competence. In contrast to the general judicial process whose examination is carried out by a state judge who has authority based on legal attribution, in arbitration the parties have the opportunity to determine for themselves the party considered most competent to resolve their disputes. The authority to choose the arbitrator is a concrete form of the principle of autonomy of the parties (*Party Autonomy*) which is the main basis in the modern arbitration system (Malie et al., 2023).

In the increasingly complex development of the business world, many disputes are no longer only related to normative legal issues, but also involve technical, economic, and industrial aspects that require special understanding. Construction disputes, for example, are often related to building design issues, technical work standards, project delays, and construction cost calculations. Similarly, in investment or technology disputes, it is necessary to understand financial mechanisms, technological innovations, and certain industry practices. In this context, the ability of the parties to choose arbitrators who have background and expertise in accordance

with the object of the dispute is an advantage that is difficult to find in the litigation mechanism (Sauca & Sawitri, 2025).

The existence of arbitrators who have special competence allows the dispute resolution process to be carried out more substantively. The arbitrator not only assesses the case based on the provisions of the applicable law, but is also able to understand the technical context on which the dispute arises. This provides an opportunity for the creation of higher quality decisions because legal considerations can be combined with an understanding of the characteristics of the industry in question. Thus, arbitration not only functions as a forum for conflict resolution, but also as a mechanism that is able to produce legal solutions that are more responsive to the development of society and the business world (Albar, 2019).

In addition to technical competence, the professionalism of arbitrators is also closely related to the aspects of independence and impartiality. As a party who is given the authority to decide the dispute based on the agreement of the parties, the arbitrator has the responsibility to maintain objectivity and not take sides with any of the parties to the dispute. The independence of the arbitrator is a factor that determines the legitimacy of the arbitral award, because the power of the arbitral award comes not only from the rule of law, but also from the parties' trust in the integrity of the party deciding the case.

Therefore, the quality of the arbitration system is highly dependent on the quality of the human resources involved in it. Arbitrators are not only required to have legal skills, but must also understand the principles of dispute resolution, professional ethics, case examination techniques, and the development of national and international arbitration practices. The lack of a standard of professionalism of arbitrators can affect the quality of awards and can ultimately reduce public trust in arbitration as a dispute resolution mechanism.

Although it offers a variety of advantages, arbitration is also inseparable from a number of challenges in its implementation. One of the main issues relates to the final and binding nature of the arbitral award (*Final and binding*). This characteristic is indeed one of the advantages because it provides legal certainty and avoids a prolonged dispute resolution process. However, on the other hand, the nature of finality can also be problematic if one of the parties considers that

there is an error in the arbitrator's consideration or feels that the resulting award does not reflect fairness (Wijaya, 2021).

In contrast to litigation mechanisms that provide various stages of correction through appeal, cassation, and review, arbitration only provides limited space to annul a judgment. In the Indonesian legal system, the annulment of an arbitration award can only be made based on certain reasons as stipulated in Law Number 30 of 1999 concerning Arbitration and Alternative Dispute Resolution, such as the existence of alleged false documents, the discovery of hidden documents, or the existence of fraudulent acts in the examination process. The limitations of this correction mechanism suggest that arbitration requires a high level of trust in the integrity and competence of the arbitrator (Harahap, 2022).

Another challenge that is no less important is the issue of recognition and enforcement of arbitral awards, especially in the context of international disputes. Although international arbitration has a supporting mechanism through the 1958 New York Convention on the Recognition and Enforcement of Foreign Arbitral Awards, the implementation of awards remains dependent on each country's national legal system. Differences in legal concepts, judicial procedures, and public policy (*Public Policy*) a country may be an obstacle in the process of executing a foreign arbitral award (Al-Ghifari et al., 2025).

In the Indonesian context, the challenges of implementing arbitration are also related to the level of public understanding of the arbitration mechanism. Some business actors are still more familiar with settlement through court than arbitration, so the use of arbitration has not been fully the main choice in any contractual relationship. In fact, if understood correctly, arbitration can provide strategic advantages, especially for business relationships that require professional dispute resolution, speed, and maintaining commercial relationships (Situmorang, 2020).

Therefore, strengthening arbitration in the modern legal system requires a comprehensive approach. Such strengthening can be carried out not only through regulatory reforms, but also through improving the quality of arbitration institutions, developing professional standards of arbitrators, increasing education and socialization regarding arbitration, and harmonizing national rules with the development

of international arbitration. Arbitration institutions must be able to build public trust by ensuring an independent, professional, and fair-oriented process.

Thus, the professionalism of the arbitrator is a central element that determines the success of arbitration as a dispute resolution mechanism. The advantages of arbitration lie not only in procedural flexibility and time efficiency, but also in the ability to present decision-makers who have competence according to the character of the dispute. However, these advantages must be balanced with strengthening the supervisory system, improving institutional quality, and harmonizing the law so that arbitration can develop as a credible, effective, and able dispute resolution instrument that is able to answer the challenges of global business relations.

#### IV. CONCLUSIONS AND SUGGESTIONS

##### A. Conclusion

Arbitration is one of the modern dispute resolution mechanisms that has advantages over conventional litigation, especially in the context of business relationships that require fast, flexible, and legal certainty. The main advantages of arbitration lie in the efficiency of time through simpler procedures, the final and binding nature of the award, and the ability of the parties to determine the settlement mechanism according to their interests. In addition, the confidentiality characteristics of arbitration provide protection for the parties' strategic information and reputation, thus making it a relevant choice in commercial disputes. The freedom to choose arbitrators who have special competence also improves the quality of dispute resolution because cases can be examined by parties who understand the technical and related industry aspects. However, arbitration still has its challenges, such as relatively high fees in certain cases and limited correction mechanisms for awards. Therefore, arbitration needs to continue to be developed through strengthening regulations, improving the professionalism of arbitrators, and harmonizing the legal system in order to become an effective, fair, and responsive dispute resolution instrument to global business developments.

##### B. Suggestions

Strengthening arbitration as a dispute resolution mechanism needs to be carried out through improving the quality of arbitration

institutions, transparency of arbitrator professional standards, and improving regulations that support the effectiveness of the implementation of arbitral awards. In addition, businesses need to improve their understanding of the characteristics of arbitration in order to determine dispute resolution options that suit their needs and interests. Governments and related institutions also need to encourage the use of arbitration through the socialization and harmonization of the rule of law, especially in the face of increasingly complex developments in international business transactions. Thus, arbitration is not only an alternative dispute resolution, but can develop as the main mechanism that is able to provide a fast, effective, and reliable legal solution for the parties.

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