p-ISSN: 2521-2982
e-ISSN: 2707-4587

GLOBAL Political REVIEW
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GLOBAL POLITICAL REVIEW

HEC-RECOGNIZED CATEGORY-Y

VOL. X, ISSUE II, SPRING (JUNE-2025

DOI (Journal): 10.31703/gpr
DOI (Volume): 10.31703/gpr/.2025(X)
DOI (Issue): 10.31703/gpr.2025(X.II)

Double-blind Peer-review Research Journal
www.gprjournal.com

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Humanity Publications (HumaPub)
www.humapub.com
Doi: https://dx.doi.org/10.31703

Article Title

Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution

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This paper examines how Artificial Intelligence (AI) can support Alternative Dispute Resolution (ADR) by making it more efficient, accessible, and cost-effective. While ADR has traditionally offered a less complex alternative to litigation, the increasing complexity of modern disputes demands more robust solutions. AI offers notable potential to enhance ADR by analyzing data, identifying patterns, predicting outcomes, and facilitating online dispute resolution. However, its implementation raises critical concerns, including data privacy, algorithmic fairness, and public trust. To ensure responsible use, strong safeguards, clear regulations, and human oversight are essential so that AI complements rather than replaces human judgment. Collaboration among stakeholders is also crucial to maximize AI's benefits while mitigating its risks. Ultimately, the paper advocates for a thoughtful and ethical integration of AI into ADR, emphasizing transparency and inclusivity to ensure fair access to justice in an increasingly digital society.

Keywords: Artificial Intelligence, Alternative Dispute Resolution, Efficiency, Predictive Analytics, Legal Technology

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Pages: 117-121
DOI:10.31703/gpr.2025(X-II).11
DOI link: https://dx.doi.org/10.31703/gpr.2025(X-II).11
Article link: https://gprjournal.com/article/beyond-human-limits-artificial-intelligence-and-the-redefinition-of-efficiency-in-alternative-dispute-resolution
Full-text Link: https://gprjournal.com/fulltext/beyond-human-limits-artificial-intelligence-and-the-redefinition-of-efficiency-in-alternative-dispute-resolution
Pdf link: https://www.gprjournal.com/jadmin/Auther/31rvIolA2.pdf

Global Political Review
p-ISSN: 2521-2982 **e-ISSN:** 2707-4587
DOI (journal): 10.31703/gpr
Volume: X (2025)
DOI (volume): 10.31703/gpr.2025(X)
Issue: II Spring (June-2025)
DOI(Issue): 10.31703/gpr.2025(X-II)

Home Page
www.gprjournal.com
Volume: X (2025)
https://www.gprjournal.com/Current-issue
Issue: II-Spring (June-2025)
https://www.gprjournal.com/issue/10/2/2025
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Doi: https://dx.doi.org/10.31703

Citing this Article

11	Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution		
Authors	Sanaullah Aman	DOI	10.31703/gpr.2025(X-II).11
		Pages	117-121
		Year	2025
		Volume	X
		Issue	II

Referencing & Citing Styles	
APA	Aman, S. (2025). Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution. *Global Political Review*, *X*(II), 117-121. https://doi.org/10.31703/gpr.2025(X-II).11
CHICAGO	Aman, Sanaullah. 2025. "Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution." *Global Political Review* X (II):117-121. doi: 10.31703/gpr.2025(X-II).11.
HARVARD	AMAN, S. 2025. Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution. *Global Political Review,* X**,** 117-121.
MHRA	Aman, Sanaullah. 2025. 'Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution', *Global Political Review*, X: 117-21.
MLA	Aman, Sanaullah. "Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution." *Global Political Review* X.II (2025): 117-21. Print.
OXFORD	Aman, Sanaullah (2025), 'Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution', *Global Political Review,* X (II), 117-21.
TURABIAN	Aman, Sanaullah. "Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution." *Global Political Review* X, no. II (2025): 117-21. https://dx.doi.org/10.31703/gpr.2025(X-II).11.

Pages: 117-121 **e-ISSN:** 2707-4587 **p-ISSN:** 2521-2982 **Doi:** 10.31703/gpr.2025(X-II).11

Global Political Review
www.gprjournal.com
DOI: http://dx.doi.org/10.31703/gpr

Volume: X (2025) **URL:** https://doi.org/10.31703/gpr.2025(X-II).11 **Issue:** II-Spring (June-2025)

Title

Beyond Human Limits: Artificial Intelligence and the Redefinition of Efficiency in Alternative Dispute Resolution

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Contents

Abstract

This paper examines how Artificial Intelligence (AI) can support Alternative Dispute Resolution (ADR) by making it more efficient, accessible, and cost-effective. While ADR has traditionally offered a less complex alternative to litigation, the increasing complexity of modern disputes demands more robust solutions. AI offers notable potential to enhance ADR by analyzing data, identifying patterns, predicting outcomes, and facilitating online dispute resolution. However, its implementation raises critical concerns, including data privacy, algorithmic fairness, and public trust. To ensure responsible use, strong safeguards, clear regulations, and human oversight are essential so that AI complements rather than replaces human judgment. Collaboration among stakeholders is also crucial to maximize AI's benefits while mitigating its risks. Ultimately, the paper advocates for a thoughtful and ethical integration of AI into ADR, emphasizing transparency and inclusivity to ensure fair access to justice in an increasingly digital society.

Keywords:

Artificial Intelligence, Alternative Dispute Resolution, Efficiency, Predictive Analytics, Legal Technology

Introduction

ADR is a way to fix problems without going to court. It uses things like mediation, arbitration, and negotiation. These ways help people find answers faster and with less money. ADR is liked because it helps more people get fair results without waiting a long time or paying a lot. It lets people have more control and agree on fair answers. Now, ADR is known as a good and real way to solve legal problems.

AI, or Artificial Intelligence, means making computers do smart things like people do. AI can learn from what it sees, find patterns, understand words, and help make choices. In law, AI already helps with reading papers, finding information, guessing what might happen, and managing work. As AI gets better, it can help ADR, too.

This paper talks about how AI and ADR can work together. It shows how AI can make checking cases faster, help people talk and agree, read papers quickly, and fix problems online. It also talks about problems like keeping data safe, making sure AI is fair, and letting people stay in control. The paper says that using AI with ADR can save time and money, make results more fair, and help more people get justice. But to do this, we must use AI carefully, keep people's skills important, and follow fair rules.

Literature Review

Foundational ADR Theories and Practices

ADR means ways to fix fights without going to court. The main ways are using a helper, using a judge-helper, talking it out, and getting advice. In using a helper (mediation), a fair person listens to both sides and helps them agree. In using a judge-helper, a fair person listens to both sides and then makes the final choice that everyone must follow. Talking it out means the people talk to each other to make a deal. Getting advice is like using a helper, but the fair person also gives ideas to help fix the fight.

These ADR methods have good points: they give more choice, keep things private, and usually cost less than going to court. But they also have a big limit. When too many cases come in, the usual ADR ways can become slow and hard to manage. Because more people want ADR now, we need new tools and systems to help the helpers handle many cases well without losing fairness or good results.

AI in Legal and Dispute Resolution Contexts

AI is being used more and more in law. First, it helped with simple jobs like checking documents and finding information. Now, AI tools can look at old cases and guess what might happen in new ones by comparing them to past decisions. AI can also read contracts and point out important parts or possible problems using something called natural language processing, or NLP. People are teaching AI with machine learning so it can give lawyers helpful ideas for their plans, and predictive analytics are even used when making big legal decisions.

In ADR, AI can make the whole process faster and smarter. At the start, AI can look at the information in a case and suggest a fair range for settling. When people are talking to solve a problem, AI can watch how they act and guess what might happen, so negotiators know what choices to make. AI also speeds up document reviews by automatically finding the papers that matter, which saves a lot of time and money. Overall, AI can help with routine tasks, give useful facts, and help people make decisions right away, making dispute resolution work better.

Methodology

This paper mostly uses a big review of books, articles, and reports to learn about AI and ADR. The way it works is by reading expert articles, true example studies, and important reports to see how AI could help ADR and what problems it might bring. We picked these writings because they clearly talk about both AI and ADR and come from trusted journals and well-known law and tech groups. Then, the paper mixes ideas from law, computer science, and ethics (what is right and wrong) to give a deeper view. By doing this, it shows a clear picture of how AI might change ADR in the future.

Results (The Interplay of Artificial Intelligence and Redefined Efficiency in ADR)

AI-Driven Enhancements to ADR Processes

Case Assessment and Early Neutral Evaluation

AI can help people look at a problem in ADR really early (Katsh & Rabinovich-Einy, 2017; Susskind, 2019) by giving a fair idea of what might happen. Usually, judges or helpers use their own experience and feelings to decide how strong a case is. But AI uses lots of past information to make predictions that are more fact-based. It looks at old cases and finds patterns to guess who might win and what a good settlement amount could be. This helps the helpers give advice faster and cheaper, so everyone can fix the problem sooner.

People are teaching computers with machine learning to study case details like what kind of problem it is, who is involved, and what happened in older cases. AI tools can quickly find the right laws, rules, and past cases[2][5] that matter. This makes checking the case much faster than doing it by hand. Also, AI programs can suggest which solutions worked best before for the same kind of problem. This helps the helpers figure out good ideas for settling the dispute right away.

Negotiation Support and Predictive Analytics

AI is really useful for helping people talk and solve problems in ADR (Susskind, 2019; Krive, 2019). Normally, people use their own feelings, past experience, or just try different things until something works. But AI makes this better by looking at old negotiation data and guessing what will happen next. It finds the best ways that worked before, predicts what offers the other side might make, and then gives good ideas for how to talk and bargain. With these predictions, ADR helpers can choose what to do based on facts, which makes it more likely that everyone will agree.

AI can also help during the negotiation itself (Krive, 2019), while it is happening. It watches how people speak, how fast they send offers, and the patterns they follow. It listens to the tone of messages and studies each step. Then AI tells the ADR helpers how to change their plan right away. This keeps the negotiation moving smoothly, saves time, and helps everyone stay on track toward a fair solution.

Automated Document Review and Drafting

AI can help a lot with reading and writing papers in ADR (Zeleznikow, 2002). Before, people spent many hours looking at papers and deals to find the important parts. Now, AI uses smart reading to look at big papers very fast (Susskind, 2019; Zeleznikow, 2002). It can find the main points, see mistakes, and show possible problems. Because AI does this fast, it saves time and money for the helpers.

AI can also make writing these documents faster and easier. It can suggest the right standard clauses for settlement agreements or arbitration awards based on the kind of dispute and what each side wants. This means that agreements and awards get done more quickly and with less waiting. AI platforms can even keep the wording and format the same every time, so there are fewer errors or confusing parts that might slow down solving the case. In this way, AI makes the whole document process smoother and reliable.

Online Dispute Resolution (ODR) Platforms and AI

Online Dispute Resolution (ODR) platforms are like websites (Sela, 2018; Palmirani & Vitali, 2011)or apps where people can fix arguments online instead of going to a real court. They are getting more popular because businesses and people trade all around the world. AI is like a smart helper for these platforms. It can collect new case information, check how hard each problem is, and suggest ideas for solving it. AI can even help people talk and agree in real time.

ODR platforms with AI can work with people in different countries and time zones, so more people can get help. AI does many simple jobs by itself and gives support right away. This makes the whole process faster and costs less money than regular ADR methods. It also saves time because nobody has to travel or wait for scheduled meetings. Overall, AI-powered ODR is a new and good way (Palmirani & Vitali, 2011) to make solving disputes easier, faster, and fairer for everyone.

Key Dimensions of Efficiency Redefined by AI in ADR

Time Efficiency

AI helps ADR work much faster (Zeleznikow, 2002; Palmirani & Vitali, 2011). Normally, methods like mediation and arbitration can take a long time, especially if people argue a lot or if the case is really complicated. AI steps in to do the boring jobs by itself, like reading through documents, studying the case facts, and watching how the negotiation is going.

Because AI can do these routine tasks so quickly, ADR helpers get real-time, data-driven advice right away. This means they can make good decisions faster instead of waiting for someone to finish reading or analyzing everything by hand.

Cost Efficiency

AI can do a lot of ADR work by itself and help save money (Zeleznikow, 2002; Susskind, 2019). It takes care of the boring, repeated jobs, so fewer people need to do them. This makes office costs smaller, lawyers spend less time looking up laws, and there are fewer papers and tools needed to check each case. Also, AI can guess how much a settlement might be and what will happen in a case, so problems get solved faster. When disputes finish sooner and with better predictions, everyone spends less on extra meetings or going to court. All of this means ADR can save a lot more money in the end.

Outcome Predictability and Consistency

AI can help make ADR results more consistent every time (Susskind, 2019; Krive, 2019). Right now, people

sometimes decide based on their own feelings, so similar cases get different outcomes. But AI looks at lots of past cases and learns what usually happens. This helps everyone know what to expect.

AI also makes sure things stay fair. It checks old decisions to find when cases were treated differently. Then ADR helpers can fix those differences so every case is handled the same way. This makes people trust ADR more because they see that all cases follow the same rules.

Access to Justice

AI can help more people get justice, even those who have little help (Bench-Capon & Dunne, 2007). Because AI makes solving problems faster and cheaper, more families and businesses can use these services. AI-powered online tools let people fix disputes from home on a computer or phone without meeting face-to-face. This means they do not need to travel or wait for appointments. These online AI services are very useful for people in small towns or faraway places who might not have ADR helpers nearby.

Scalability

As more people want ADR, AI can help it grow to handle lots of cases at once. Normal ADR ways can only work on a few problems at a time. But AI systems can work on many cases together (Zeleznikow, 2002) by doing the same boring jobs over and over and keeping track of each case. This means ADR helpers can help more people without making mistakes or slowing down.

Challenges and Considerations in the Integration of AI in ADR

AI helps ADR a lot, but we must handle some big problems and moral questions. First, AI needs lots of data to work well[21]. This data can include people's private or secret information, so we have to keep it safe and protected. Also, AI programs can repeat unfair bias they learn from old data[25], which is not right.

Another problem is that we cannot see how AI makes decisions. Many AI tools act like a "black box," so people do not understand why the AI chooses something (Coglianese & Lehr, 2017). This can make people lose trust in AI advice and make it hard for ADR helpers to explain AI suggestions to their clients.

Finally, AI can make things faster, but it cannot feel or care like humans. Judgment and kindness from people are very important in ADR[8]. We must use AI carefully and keep human experts in charge, especially when a problem is very hard or sensitive.

Driving Factors in the Evolution of AI and ADR Convergence

Lots of things in our world help AI and ADR come together. First, there are more and harder problems people need to solve because the world is so connected now. At the same time, everyone wants to fix fights faster and for less money. AI helps with this by doing boring, slow jobs by itself, using facts and numbers to guide choices, and letting people work on problems from far away without meeting in person.

Also, computers are getting much smarter at understanding words[2], learning from examples, and guessing what might happen next. These improvements in AI make it easier to use AI in ADR steps. On top of that, more legal work is moving online (Dwyer, 2016), and people are okay with using apps and websites for help. All of this means that AI tools for solving disputes over the internet are becoming more common and easier for everyone to use.

Conclusion

In the end, using AI in ADR can change how we solve problems in a good way. AI can make checking cases faster, help people talk and agree, read papers quickly, and let people fix problems online. This saves time and money and makes results more fair and the same each time. It also helps solve more cases when many people need help. But we must be careful. We need to keep data safe, make sure AI is fair, and always have people making the big choices. If we do this, AI and ADR together can help many people solve problems better.

Recommendations

Using AI in ADR must be done carefully and in a smart way. It is important for leaders and rule-makers to make clear rules to keep data safe, make AI clear to understand, and use AI in a fair way. People who work in ADR should learn how to use AI tools well, so AI helps them but does not take their place. Also, everyone who is part of ADR should work together to make good rules for using AI. This way, we can get all the good parts of AI and stop any problems from happening.

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