

ALTERNATIVE DISPUTE RESOLUTION STATE OF ART AND BARRIERS/CHALLENGES FOR DIGITAL TOOLS USE

RESEARCH
REPORT



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INTRODUCTION

The research within the DIGARD V4U project was intended **compare context information on alternative dispute resolution (ADR) in each Visegrad country (Poland, Czech Republic, Slovakia and Hungary) and Ukraine, and the current state of use of digital tools within it.** Logically, it focuses on the countries participating in the DIGARD project, however its conclusions may be used by experts on ADR from other countries, too.

The main objective of the desk research was to use it as a basis for:

- Paper
- Toolkit
- Online open-access database

The paper based on the material of the report will contribute to the dissemination and engagement of a wider community into the topic development, potentially leading to research-based policy-making. It will bring their attention to the V4 and Ukraine experiences, challenges, solutions and offer the directions of potential cooperation and co-creation.

The Toolkit will present the analysis and benchmarking of competences for effective digital innovations employment by the ADR staff, as well as mapping digital competences of ADR staff for digital innovation in ADR and the roadmaps for their enhancement. These materials may be used both by ADR and digital innovation professionals, their organizations for tactical and strategic decisions, as well as by educators, students and policy-makers. This will help the education providers to shape their curricula and advance in the ADR and digital innovators training. The educators and students may use it as learning materials, which didn't exist before.

The database is planned as a knowledge and practice base on the topic of digital innovation and ADR. It will also map the digital solutions and tools (free and commercial) available for the use connecting them with their providers and necessary competencies of their potential users. It will also provide the areas for strategic decision-making. Additionally, an online open-access database will aggregate the necessary materials and resources to build awareness of different stakeholders, establishing a knowledge and practice base on the topic of digital innovation and ADR. It will also map the digital solutions and tools (free and commercial) available for the use connecting them with their providers and necessary competencies of their potential users. The policy-makers can have a professional overview using it as well as then refer as to a gap identifier.

All these intellectual outputs will lay the basis for the development of the online course on digital innovations, design thinking, online negotiations and service-based approaches to enhance best practices for ADR in V4 and Ukraine will be available in English and Ukrainian.

In practice, information from desk research is shared in a working document with all project participants and can be updated or supplemented over time. This text therefore captures their form based on the input information.

METHODOLOGY AND PRESENTATION OF RESULTS

The research itself was based on:

1) **desk research** – based on literature review and collection of the current rules and practices in ADR.

2) **the development of a questionnaire** addressed to ADR practitioners to identify their needs in terms of the use of digital tools (including AI) in their practice. The questionnaire thus constituted one of the main sources for the preparation of a course for professionals in the field of mediation or arbitration;

3) **preparation of the focus groups analysis of results.**

For the reasons mentioned above (see Introduction), the methodology for the desk research was comprehensive and based primarily on: the expert perspectives provided by the countries on each sub-topic (for more details see below) - e.g. definitions and conditions of ADR, legal framework, areas and organisations of use and perceived barriers to the use of digital tools. Project partners-experts from each participated country were asked to supply ground and as far as possible, clear information. Their opinions were collected within an excel spreadsheet organized according to subtopics. Some of them also provided the primary literature on which they based their comments.

The desk research was followed up survey conducted in each partner country. Based on the results of it we organized focus groups with professionals from each project country.

The research therefore focused in particular on bringing together the information levels of all project participants and also obtaining information that facilitated the development of a questionnaire for ADR practitioners.

In the following text, the results of this analysis are briefly presented by individual subtopics.

General understanding of Alternative Dispute Resolution (ADR) in participating countries and its legal frameworks

ADR is broadly understood as **all non-judicial methods of dispute resolution with the assistance of an impartial dispute resolution body (private as well as public depending on country and form of ADR).**

It is also an **umbrella term** that covers methods that work in parallel with the judicial system to resolve disputes.

ADR methods often emphasize **speed, cost-effectiveness, and confidentiality.** ADR distinguishes itself from traditional litigation by seeking to conclude disputes by considering the interests and needs of the parties, which enhances participants' trust in the dispute resolution process. ADR methods are most frequently based on an **impartial and neutral approach to the dispute**, or at least one mutually agreed upon by the parties involved. A crucial element of ADR is generally the **voluntary participation and commitment of the parties** to the dispute to resolve it.

BOX 1: Examples of definition of "Dispute Resolution" (DR) in Czech Republic and Ukraine

- ▶ **In the Czech Legal Framework:** The primary relevant regulation is the **international Directive 2008/52/EC of the European Parliament and of the Council on certain aspects of mediation in civil and commercial matters.** Additionally, the **Mediation Act (Act No. 202/2012 Coll.)** sets forth the conditions for the mediation process, forms of mediation agreements, and requirements for mediator qualifications. For consumer disputes, the legislative transposition of Directive 2013/11/EU on alternative dispute resolution for consumer disputes was completed in 2015, with its implementation entering into force on February 1, 2016.
- ▶ **In Ukrainian Legislation:** Ukrainian legislation **does not contain a single, unified definition of the term "dispute resolution" (DR).** However, various legal and regulatory acts govern dispute resolution processes in specific areas. These include: 1) The **Law of Ukraine "On Mediation" (2021)**, which defines the legal framework for conducting mediation. 2) The **Law of Ukraine "On International Commercial Arbitration" (1994)**, which establishes the legal foundations for the operation of international commercial arbitration. 3) The **Economic Procedural Code of Ukraine**, the **Civil Procedural Code of Ukraine**, and the **Code of Administrative Procedure of Ukraine**, which all provide parties with the opportunity to seek reconciliation, including through mediation or other out-of-court methods.

As mentioned above the **General Legal Framework for ADR** lies on European level, i.e. **Directive 2008/52/EC** of the European Parliament and of the Council on certain aspects of mediation in civil and commercial matter.

- ▶ In the Czechia there is the domestic **Mediation Act (Act No. 202/2012 Coll.)** (see BOX 1). Furthermore, **Law no. 378/2015 Sb.**, which amended the Consumer Protection Act, transposed **Directive 2013/11/EU** on alternative dispute resolution for consumer disputes, coming into force on February 1, 2016.
- ▶ In **Poland** key legislation includes the **Polish Code of Civil Procedure (K.p.c.)**, particularly **Part V** which dedicates significant provisions to mediation and arbitration. Additionally, the **Act on Out-of-Court Consumer Dispute Resolution of September 23, 2016** implements EU Directive 2013/11/EU on consumer ADR. The **Labor Code (Kodeks pracy)** and the **Administrative Procedure Code (K.p.a.)** also contain provisions for amicable dispute resolution.
- ▶ The legislation in **Ukraine** does not contain a single, unified definition of "dispute resolution" (DR) or "alternative dispute resolution" (ADR). However, **Article 124 of the Constitution of Ukraine** provides for the possibility of using ADR methods. Specific legal and regulatory acts govern various dispute resolution processes in particular areas.
- ▶ In **Slovakia** are main acts connected to this issue: Act No. 506/2009 Coll., on Trade Marks, Act No. 513/1191 Coll., Commercial Code, Act No. 40/1964 Coll., Civil Code Act No. 300/2005 Coll., Penal code.
- ▶ ADR is becoming an increasingly important component of the **Hungarian legal system** because the courts' workload poses significant challenges. While court proceedings still dominate in Hungary, ADR's role is growing, especially in the commercial and economic sectors (Glavanits & Wellmann, 2020; Erdős & Tóth, 2022), and there is also quite important sector of family mediation. Mediation is regulated by the Act LV of 2002 on Mediation, and arbitration is connected with Act LX of 2017 on the Arbitration Court.

Key Forms of ADR

ADR encompasses a large number of **out-of-court dispute resolution procedures**. These methods work in parallel with the judicial system to resolve disputes. A general important element of ADR is the **voluntary participation and commitment of the parties** to resolve the dispute. ADR differs from traditional litigation by seeking to conclude disputes by considering the interests and needs of the parties, which increases participants' trust in the dispute resolution process. ADR methods are often based on an impartial and neutral approach to the dispute, or at least one mutually agreed upon by the parties involved.

► **Mediation:**

- This is a **voluntary process** where a **neutral third party (mediator)** facilitates communication and helps the parties reach a mutually acceptable agreement.
- The mediator **does not impose a solution** but assists in finding common ground.
- Key legal conditions for mediation include **voluntariness** (no party can be forced into mediation), **impartiality of the mediator**, and **confidentiality** regarding all facts learned during the process.
- Mediators are typically required to have appropriate qualifications and often need to be registered.
- Mediation can be initiated by agreement of the parties (contractual/out-of-court mediation) or by court referral (court-annexed mediation), provided parties consent.
- E.g. in Ukraine, mediation is an out-of-court voluntary, confidential, structured procedure where parties, with a mediator's help, try to prevent or resolve a conflict through negotiations. It is entirely voluntary, and the law does not provide for mandatory mediation for any dispute category.
- Mediation is widely applicable across various categories of disputes, including civil (property, contractual, consumer), family (divorce, alimony, child custody), labour, administrative, criminal (reconciliation between victim and suspect), commercial, and intellectual property disputes, among others.

► **Arbitration:**

- Arbitration is a more **formal ADR method** where a **neutral third party or panel of arbitrators (arbitral tribunal)** hears arguments and evidence from both sides and issues a **binding decision (arbitral award)**.
- This award generally has the **same legal force as a court judgment** after being recognized or enforced by a common court.
- Arbitration proceedings are usually based on **predetermined rules** set by the industry, chambers, professional, or other organizations.
- Key legal conditions for arbitration include the **autonomy of parties** (right to agree on rules, selection of arbitrators, place), **impartiality and independence of arbitrators**, **equality of parties** in presenting their case, and typically **confidentiality** of proceedings.
- In Poland, arbitration is primarily governed by the Polish Code of Civil Procedure and is largely based on the UNCITRAL Model Law. Disputes over

property rights and some non-property rights can be submitted to arbitration, with specific exceptions like alimony or certain family/guardianship disputes.

- In Ukraine, arbitration is governed by the Law on International Commercial Arbitration and complies with the UNCITRAL Model Law, requiring a written arbitration agreement. Arbitral awards are recognized and enforced in Ukraine in accordance with the 1958 New York Convention.

BOX 2 Example of arbitration in Slovakia - specific case in Domain (domain.sk) ADR

Must follow some legal conditions which is intended for domains (e.g. Act No. 506/2009 Coll., on Trade Marks, Act No. 513/1191 Coll., Commercial Code, Act No. 40/1964 Coll., Civil Code Act No. 300/2005 Coll., Penal code. It is extrajudicial protection of rights in the specific area.

Advantages of arbitration: Expertise, speed of proceeding (the procedure takes only about 2-3 months), economy, enforceability

Digital means are used quite extensively during the decision-making process, especially in the area of communication and process information.

► Negotiations:

- This involves a **direct communication process between the parties** involved, aiming to resolve a conflict or reach an agreement **without the intervention of a third party**.

► Conciliation

- This is a **formal or informal process** where a **third party assists the parties in reaching a settlement**.
- In Poland, it often refers to a **pre-court procedure** aimed at reaching an amicable agreement before initiating formal litigation.
- In Czechia, Conciliation Boards aim to settle disputes between consumers and business organizations by means of a conciliation procedure, ensuring consumer rights are enforced quickly, effectively, and simply. These boards are independent bodies resolving disputes between consumers and service providers out of court.
- The Labor Code in Poland also provides for conciliation proceedings before conciliation commissions for labour disputes.

- ▶ **Dispute resolution with the participation of a judge:** While not mediation by its nature, it has similarities and differences, where a judge conducts the process with the consent of the parties before the case on the merits begins. The judge must possess certain mediation techniques and skills.

These forms provide various avenues for dispute resolution outside traditional court litigation, emphasizing different levels of formality, third-party involvement, and binding nature of outcomes.

These sources collectively demonstrate that while general definitions of DR and ADR may vary or be absent in individual countries, the principles and legal frameworks for their key forms (especially mediation and arbitration) are well-regulated and share common characteristics such as voluntariness, impartiality, and a focus on out-of-court resolution.

BARRIERS AND CHALLENGES FOR ADR (AND DIGITAL TOOLS USING)

Experts from participating countries highlight several **significant barriers to the development and effective utilization of ADR** and also for possibility to use digital tools within ADR procedures. It is important to emphasize that area of barriers (i.e. in using of digital tools in ADR) was also crucial part of questionnaire that was distributed across all participating countries, i.e. to practitioners in mediation and arbitration in Hungary, Slovakia, Ukraine, Poland and Czechia.

General Barriers to ADR (including digital challenges and broader concerns)

- **Technological infrastructure:** Despite ongoing digitalization efforts in all countries, **there are still disparities in the availability and quality of broadband connectivity.** This can directly affect e.g. **the efficiency of online mediation and arbitration.** This implies that in regions or among populations with poor infrastructure, online ADR might be less effective or even inaccessible, thereby creating unequal opportunities for parties to engage in these dispute resolution methods.
- **Legal and regulatory framework:** While general legal regulations exist for digital tools, their application into different forms of ADR can be **complex and ambiguous, leading to legal uncertainties.**
- **Data protection and security:** Ensuring the **(cyber)security and protection of personal data when using digital tools is crucial.** Insufficient protection in this area **can lead to data breaches and undermine participants' trust** in the ADR process.
- **Technological literacy:** A significant barrier is that **not all participants in mediation or arbitration have sufficient technological skills to effectively use digital tools.** This can **limit their participation and the efficiency of the process.** So even if the necessary technological infrastructure is in place, a deficit in user skills can prevent the full utilization of digital ADR tools, potentially exclude certain groups or leading to less effective outcomes.

Beyond technological aspects, the experts also point to broader procedural and ethical concerns of ADR which can be with or without direct linkage to digital tools using:

- **Imbalance of influence:** A difference in the parties' influence can **disadvantage the party from a worse position, for example when a large company is facing a consumer.**

This potential (and in principle general) imbalance, while also present in litigation, is a concern in ADR.

- **Inadequate legal protection for the weaker party:** There can be a **possible lack of legal protection for the other party** or **inadequate protection of certain rights of the parties**, such as **access to legal advice or the right to appeal**.
- ADR methods can be (sometimes) **used only as a delaying tactic** by one of the parties. This is quite paradoxical if the time efficiency is seen as one of the strongest features of ADR.
- **Excessive role of the neutral third party:** There is a concern about **the possible excessive role of the person or body involved** (e.g., mediator or arbitrator).
- **Dependency on good faith:** The **transfer of information and the truth of the information provided may depend on the good faith of the parties**, which can be a vulnerability in ADR. That is why information equality must be followed very carefully also in case of digital tools using within ADR.
- General **ethical concerns** are also noted, specifically mentioning (possible) **AI bias and transparency** in the context of evolving ADR practices.

In the framework of realized desk research is highlighted **digital inequality, specifically in terms of technological infrastructure and literacy, as a significant barrier to the effective utilization of Alternative Dispute Resolution (ADR)**, especially in the context of the increasing digitalization of these processes. This form of digital divide adds another layer of complexity to the existing challenges faced by ADR.

Furthermore, there are also country-specific barriers like the **"not big interest in promotion of the ADR in Polish legal system based on the constrains in the implementation and execution of the ADR settlements"** in Poland, and in Ukraine, the **"low level of awareness among the population about available methods of conflict resolution"** and the **"absence of a culture of non-court dispute resolution – both among citizens and legal professionals"**, also contribute to limiting ADR's potential, irrespective of technological advancements. However, it is reasonable to infer that digital inequality would further compound these issues if online ADR methods were to be broadly adopted in these contexts.

The experts highlight **data protection and security** as a **crucial barrier to the effective utilization of Alternative Dispute Resolution (ADR)**, particularly in the context of the increasing digitalization of these processes. This issue forms a vital part of the broader challenges hindering the development and trust in ADR. Specifically, these are:

- **Crucial Importance of Data Security:** It is emphasized that **"Ensuring the security and protection of personal data when using digital tools is crucial."** This underscores that as ADR processes increasingly move online, safeguarding sensitive information is a top priority.

- **Consequences of Insufficient Protection:** The sources warn that insufficient protection in this area **"can lead to data breaches and undermine participants' trust."** A loss of trust is a critical issue for ADR, as its effectiveness heavily relies on the parties' willingness to communicate openly and share information.

BOX 3 Specific barriers identified in Poland and Ukraine:

- ▶ **Poland:** There is a **"not big interest in promotion of the ADR"** within the Polish legal system. This lack of interest is attributed to **"constrains in the implementation and execution of the ADR settlements"**.
- ▶ **Ukraine:** 1) **Low Level of Awareness:** A primary barrier is the **"low level of awareness among the population about available methods of conflict resolution, such as mediation"**. 2) **Absence of a Culture of Peaceful Dispute Resolution:** The sources point to the **"absence of a culture non-dispute resolution – both among citizens and legal professionals – significantly limits the use of ADR in practice"**. This suggests a systemic issue beyond mere lack of information.

Sources: Project experts opinions, confirmed by field data later

CONCLUSIONS AND IMPLICATIONS FOR ADR V4 COUNTRIES AND UKRAINE

ADR is currently an emerging dispute resolution format, not least because the traditional court system is overwhelmed and slow and expensive.

The ADR procedures themselves are regulated, as is the use of digital tools in the European environment, but the two areas are regulated separately. There are therefore a number of (largely expected) barriers and challenges in everyday life of practitioners in mediation or arbitration.

Challenges lie mainly at the individual level (digital skills and level of trust into digital tools) but as in many other areas also in ADR it is critical to ensure data security, and equity in the availability of such practices, i.e. to ensure their correct use at the system level.

The results of the desk research were used to prepare a questionnaire for these practitioners (mediators, arbitrators, legal academics, etc.) and subsequently linked well with the results of this questionnaire survey and focus groups. In many ways, the desk research provided a good basis for asking questions (or raising hypotheses) about the potential use of digital tools in ADR.

SURVEY RESULTS

Description of dataset

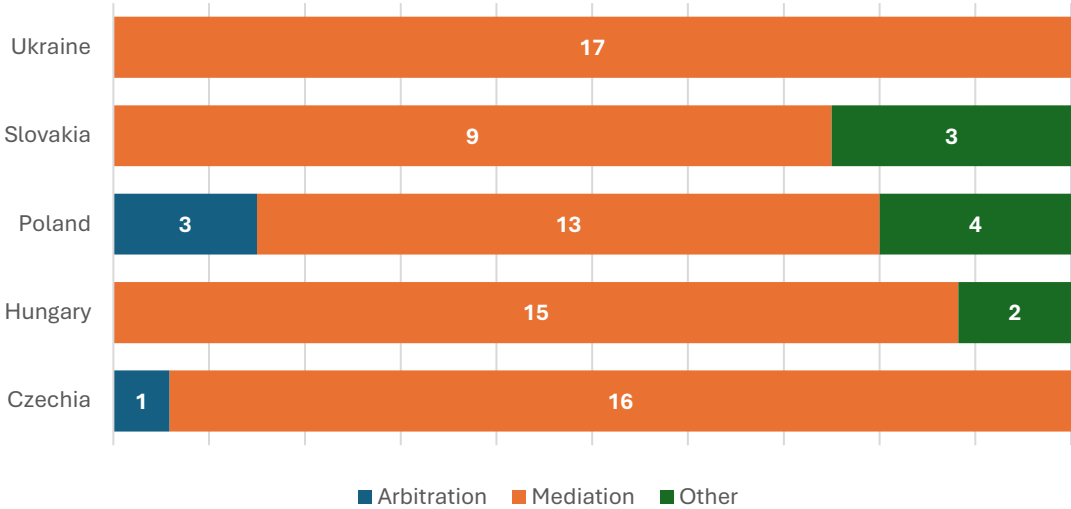
Total: 86 questionnaire respondents.

Table 1: Number of respondents, by county, abs.

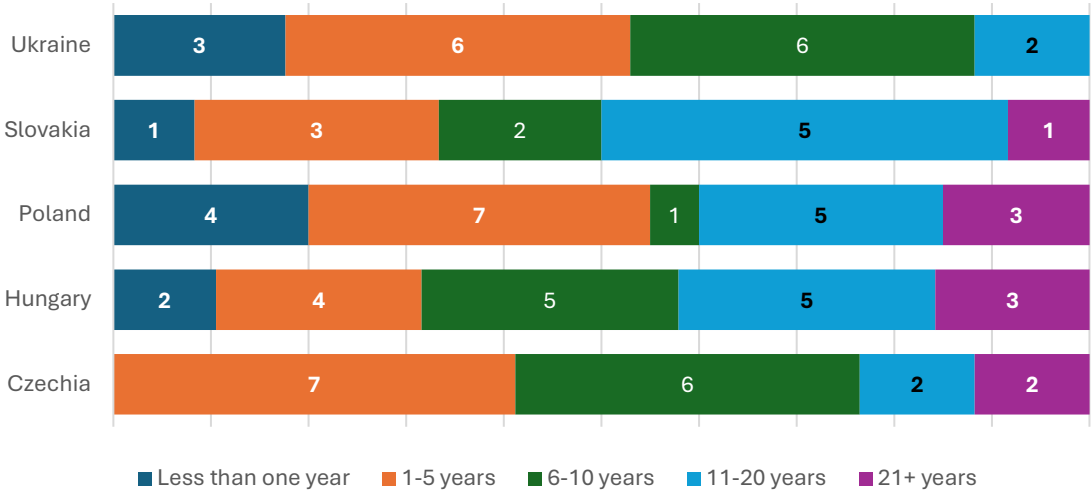
| | |
|-----------------|----|
| Czechia | 17 |
| Hungary | 20 |
| Poland | 20 |
| Slovakia | 12 |
| Ukraine | 17 |
| Total | 86 |

They were represented mostly by mediators having been working from 1 to 20 years in the field, which is presented at the graphs below.

Graph 1: According to type of ADR /per country, abs.



Graph 2: According to length of experience /per country, abs.

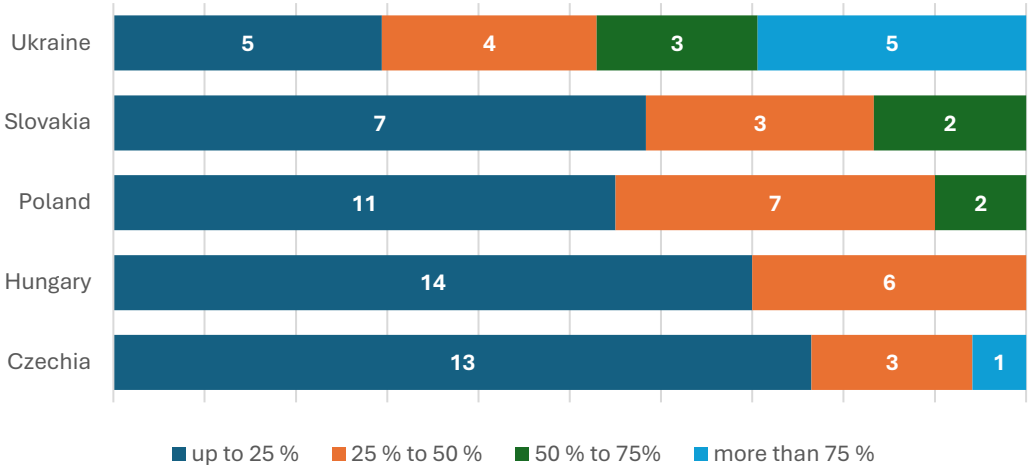


Frequency and content analysis

Question: In your opinion, what percentage of your work in ADR is done digitally?

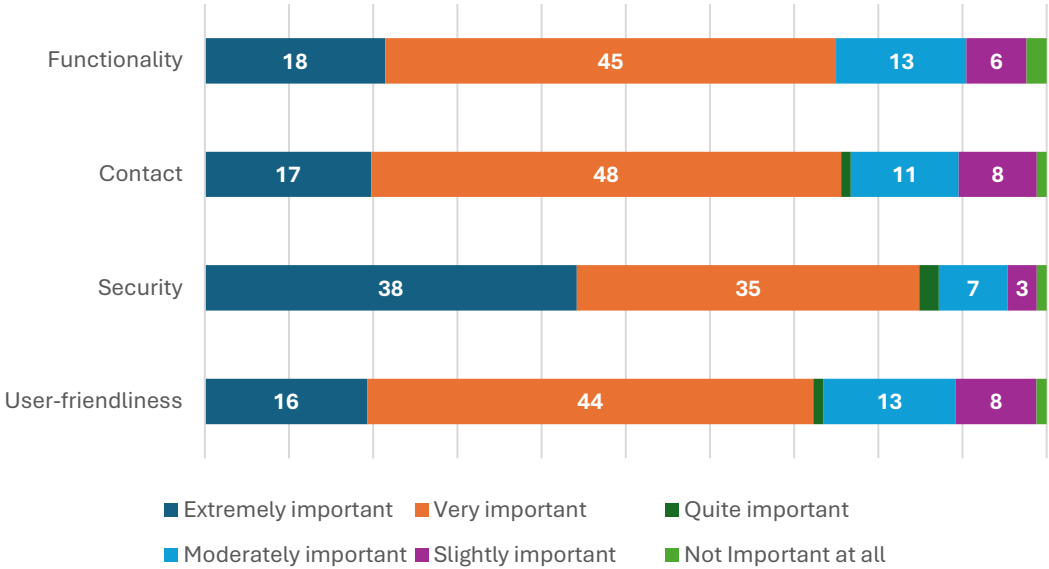
A significant portion of respondents from Poland, Hungary, and Czechia indicated low digital adoption, with most falling into the “up to 25%” category. Ukraine displays a much broader distribution, with notably higher representation in the “more than 75%” range, suggesting advanced digital integration in ADR practices. Slovakia shows minimal engagement in the higher digital ranges, indicating that digital transformation in ADR there might still be limited. Overall, the data suggest regional differences in digitalization, with Ukraine standing out as a digital leader in ADR work among the surveyed countries.

Graph 3: Intensity of digital tools use in work



Question How important do you consider the following features when choosing a new digital tool for your ADR work?

Graph 4: Importance of chosen features, abs.



Security and **Functionality** are the most consistently prioritized features across countries.

Feature **Contact** is highly valued in Hungary, possibly reflecting a stronger emphasis on communication in ADR processes.

User-friendliness shows the widest range of opinions, with some respondents rating it lower in importance.

Open Question: What legal or regulatory obstacles have you encountered in using digital tools for alternative dispute resolution?

1. Lack of Regulation and Legal Framework

- Many respondents noted that **ADR and digital tools are not yet regulated** in their countries.
- Phrases like *“not regulated,” “this area is still unregulated,”* and *“no legal framework”* were common.

2. Confidentiality and Privacy Concerns

- Several participants expressed concerns about **ensuring confidentiality** in digital environments.
- Specific issues included verifying who is present during online sessions and **data protection compliance** (e.g., GDPR).

3. Legal Validity of Digital Signatures

- Respondents from multiple countries mentioned **uncertainty about the legal validity of e-signatures** in ADR agreements.

4. Jurisdictional Restrictions

- Some noted **cross-border legal challenges**, especially when parties are in different legal systems or countries.

5. Lack of Awareness or Experience

- A few responses indicated **no known obstacles**, which may reflect either a lack of experience or awareness of potential legal issues.

Open Question: If there were an opportunity for a development course, which of the above specific competences would you like to develop?

Respondents expressed a strong interest in developing a range of digital competences relevant to their work in alternative dispute resolution (ADR). The most frequently mentioned areas include:

- **Integrating and Re-elaborating Digital Content.** This was the most commonly selected competence. Respondents want to improve their ability to modify, refine, and combine digital content to create new knowledge or tools. This reflects a desire to be more creative and efficient in digital environments.

- **Protecting Personal Data and Privacy.** Many mediators are concerned with data security and legal compliance, especially in the context of GDPR. They want to better understand how to safely manage and share sensitive information.
- **Managing Data, Information, and Digital Content.** This includes organizing, storing, and retrieving digital information effectively. Respondents see this as essential for maintaining structured and professional workflows.
- **Collaborating Through Digital Technologies.** Some participants emphasized the importance of improving their ability to work with others using digital platforms, especially in remote or hybrid settings.
- **Identifying Needs and Technological Responses.** A smaller but notable group expressed interest in learning how to assess their digital needs and select appropriate tools to meet them.

Open Question: Motivation to develop competences

From the 50 responses analysed, several recurring motivations and themes emerged:

- **Human-Centered Mediation.** Many respondents emphasized that mediation is fundamentally about people, not machines. They believe that digital tools should support—not replace—the human aspects of conflict resolution, such as empathy, trust, and communication.
- **Growing Role of Technology.** A significant number of participants acknowledged the increasing presence of digital tools and artificial intelligence in their professional environments. They see competence development as essential to keep pace with technological change.
- **Need for Digital Confidence and Skills.** Respondents often mentioned a desire to feel more confident and capable when using digital tools. This includes understanding how to protect data, manage digital content, and collaborate effectively online.
- **Professionalism and Efficiency.** Many mediators view digital competence as a way to improve the quality, speed, and accessibility of their services. They want to be more efficient and better organized in a digital environment.
- **Legal and Ethical Awareness.** Several responses highlighted the importance of understanding data protection laws (e.g., GDPR) and ensuring ethical use of digital tools in mediation.

Question.: Do you use digital tools in your work for the activities and processes listed below?"

Table: Overall Summary, All Countries, abs.

| Barrier Category | Mentions |
|-------------------------------------|-----------------|
| Other (unspecified or unique cases) | 20 |
| Technical Issues | 18 |
| Lack of Trust | 10 |
| Preference for Personal Contact | 9 |
| Legal Barriers | 9 |
| Data Protection / GDPR | 7 |
| Digital Literacy / Education | 4 |
| Cost / Funding | 2 |

Across all countries surveyed, respondents identified a diverse range of barriers to adopting digital tools in alternative dispute resolution (ADR). While some challenges were technical or legal in nature, others reflected deeper concerns about human interaction, trust, and societal readiness. The most commonly cited barriers include:

→ **Technical Issues**

These range from unreliable internet connections and lack of access to appropriate hardware/software, to difficulties using digital platforms. Respondents often mentioned that technical glitches can disrupt the flow of mediation and reduce its effectiveness.

→ **Lack of Trust**

Many mediators and participants are hesitant to use digital tools due to concerns about confidentiality, data security, and the impersonality of online interactions. Trust is a cornerstone of ADR, and its absence in digital environments is seen as a major obstacle.

→ **Preference for Personal Contact.**

A significant number of respondents emphasized the importance of face-to-face communication in resolving disputes. They believe that physical presence fosters empathy, emotional connection, and better understanding—elements that are often lost in virtual settings.

→ **Legal Barriers.**

These include unclear regulations, jurisdictional issues, and the questionable legal validity of digital signatures or online agreements. In some countries, the legal framework for digital ADR is still underdeveloped or inconsistent.

→ **Data Protection / GDPR Concerns.**

Especially in Europe, mediators are concerned about compliance with data protection laws. They worry about how personal data is stored, shared, and protected when using digital tools.

→ **Digital Literacy and Education.**

Some respondents pointed out that both mediators and clients often lack the necessary skills to use digital tools effectively. This includes understanding how to navigate platforms, manage digital documents, or ensure secure communication.

→ **Cost and Funding.**

→ A few responses highlighted the financial burden of acquiring and maintaining digital tools, especially for smaller organizations or independent mediators.

BOX 4: Examples of country specifics

Hungary

Hungarian mediators frequently mentioned **technical issues**, such as poor infrastructure or lack of tools. They also expressed concerns about **trust** and the **loss of personal contact**, suggesting that digital mediation feels less human and less secure.

Czechia

Czech respondents highlighted **legal barriers** and **technical challenges**, alongside concerns about **data protection**. There's a noticeable tension between the desire to modernize and the limitations of current legal and technological frameworks.

Poland

Polish mediators pointed to a mix of **legal concerns**, **trust issues**, and **technical limitations**. Some also mentioned the **cost** of digital tools and the **lack of personal contact** as significant drawbacks.

Slovakia

Slovak responses were balanced between **technical issues**, **data protection**, and the **need for personal interaction**. There's also a recognition of **digital literacy gaps**, especially among clients.

Ukraine

Ukrainian mediators often cited **technical challenges** and **trust issues**, but also emphasized the **lack of specialized tools** for mediation. Some noted that digital ADR is still in its infancy in Ukraine, and that more development and education are needed.

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