

What International Arbitration Users Really Want: A Case for Increased Transparency, User-Centricity, and Redefining Institutional Success

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Introduction

‘The purpose of any institution is not self-preservation, but service.’

For years, many international arbitration centres such as the Hong Kong International Arbitration Centre (HKIAC), International Court of Arbitration (‘the ICC Court’) of the International Chamber of Commerce (ICC) and Singapore International Arbitration Centre (SIAC) have equated their institutional ‘success’ with the annual number of cases they administer. Press releases often highlight year-on-year growth in caseloads, new arbitrator appointments, or the expansion of geographical reach. However, this metric – once perceived as a proxy for trust and reputation – is increasingly disconnected from what users actually value. A more sophisticated and realistic standing of institutional performance is now required.

The most recent International Dispute Resolution Survey 2024 conducted by the Singapore International Dispute Resolution Academy

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