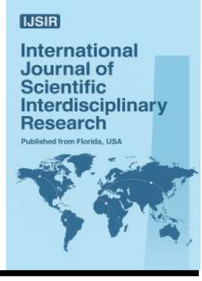
International Journal of Scientific Interdisciplinary Research
Vol 6, No 01, March 2025
Page No: 137-162
DOI: 10.63125/yhr4g345



Article

ENERGY EFFICIENCY MONITORING IN INSTITUTIONAL FACILITIES: A REVIEW OF UI/UX SOLUTIONS FOR IOT DASHBOARDS

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Abstract

As energy consumption becomes a critical concern for institutional facilities such as universities, hospitals, and government buildings, there is an increasing shift toward leveraging Internet of Things (IoT) technologies to enhance energy efficiency and operational sustainability. A key enabler in this transformation is the energy monitoring dashboard—an interface that aggregates and visualizes data from distributed smart meters, sensors, and gateways. However, the success of these dashboards hinges not only on their technical capacity but also on the quality of their user interface (UI) and user experience (UX) design, which directly influence user comprehension, engagement, and decision-making. This study presents a comprehensive and systematic literature review of 122 peer-reviewed articles published between 2015 and 2024, with the objective of identifying the design elements, interaction patterns, and functional features that determine UI/UX effectiveness in institutional energy dashboard systems. The review examines how UI/UX frameworks, such as human-centered design and usability engineering, have been integrated into institutional dashboards to support real-time energy monitoring, data-driven decision-making, and cross-departmental coordination. Particular attention is paid to the ways in which visual design elements—such as interactive charts, heatmaps, and modular components—enhance user navigation and situational awareness. The study synthesizes empirical findings that illustrate how dashboards offering customization, role-based access, and device adaptability can increase user satisfaction and operational responsiveness across different institutional roles. It also investigates the impact of inclusive design strategies, such as ADA-compliant features and language localization, which are critical for ensuring that diverse user groups—including those with limited technical literacy—can benefit from energy data insights. Furthermore, the review identifies persistent challenges such as data overload, inconsistent feedback loops, and lack of interoperability with building automation or enterprise resource systems. Case studies demonstrate that dashboards which address these challenges through cognitive simplicity, predictive visualization, and system integration yield significantly better outcomes in terms of energy savings, user engagement, and policy compliance. Overall, this review provides a holistic and multidisciplinary perspective on the role of UI/UX design in institutional energy dashboards, offering practical insights for designers, energy managers, and policymakers seeking to optimize the utility of smart monitoring systems for sustainable facility operations.

Keywords

Energy Efficiency; IoT Dashboards; Institutional Facilities; UI/UX Design; Smart Building Management;

Citation
Ruddro, R. A. (2025). *Energy efficiency monitoring in institutional facilities: A review of UI/UX solutions for IoT dashboards*. *International Journal of Scientific Interdisciplinary Research*, *6*(1), 137–162. https://doi.org/10.63125/yhr4g345

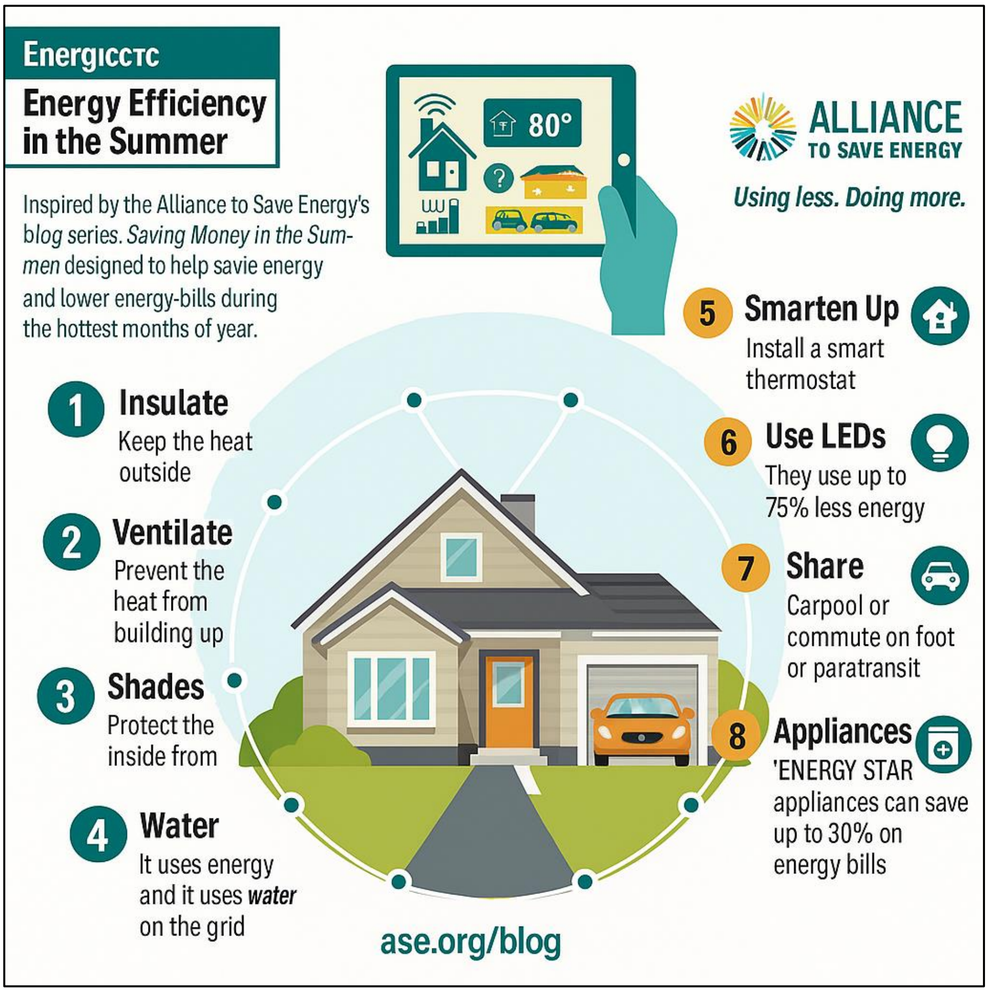
Received: January 16, 2025
Revised: February 18, 2025
Accepted: February 23, 2025
Published: March 20, 2025

International Journal of Scientific Interdisciplinary Research
Vol 6, No 01, March 2025
Page No: 137-162
DOI: 10.63125/yhr4g345

INTRODUCTION

Energy efficiency is defined as the practice of using less energy to provide the same service or output, thereby reducing energy waste and lowering operational costs (Abomazid et al., 2022). In institutional environments—such as schools, universities, hospitals, and municipal buildings—energy efficiency initiatives have gained importance due to their high and often continuous energy consumption patterns (El-Zonkoly, 2023). The integration of Internet of Things (IoT) technology into energy monitoring systems has revolutionized facility management by enabling real-time data collection, automation, and analytics-driven interventions (Niveditha & Rajan Singaravel, 2022). Within these systems, dashboards serve as the primary user interface for visualizing energy data and facilitating decisions regarding heating, cooling, lighting, and appliance (Badami & Fambri, 2019). A user interface (UI) is the space where interactions between humans and machines occur, while user experience (UX) encompasses the emotional and cognitive responses users have while navigating these systems (Ekici et al., 2022). UI/UX design plays a critical role in ensuring that energy dashboard users—whether facility managers, sustainability officers, or building occupants—can interpret data quickly, act effectively, and remain engaged with sustainability goals (Savolainen & Lahdelma, 2022). The growing emphasis on human-centered computing and usability engineering within energy dashboards reflects broader shifts in technology design aimed at fostering inclusivity, comprehension, and real-world impact (Andreas et al., 2018).

Figure 1: Energy Efficiency in the Summer: Smart Tips for Sustainable Home Cooling



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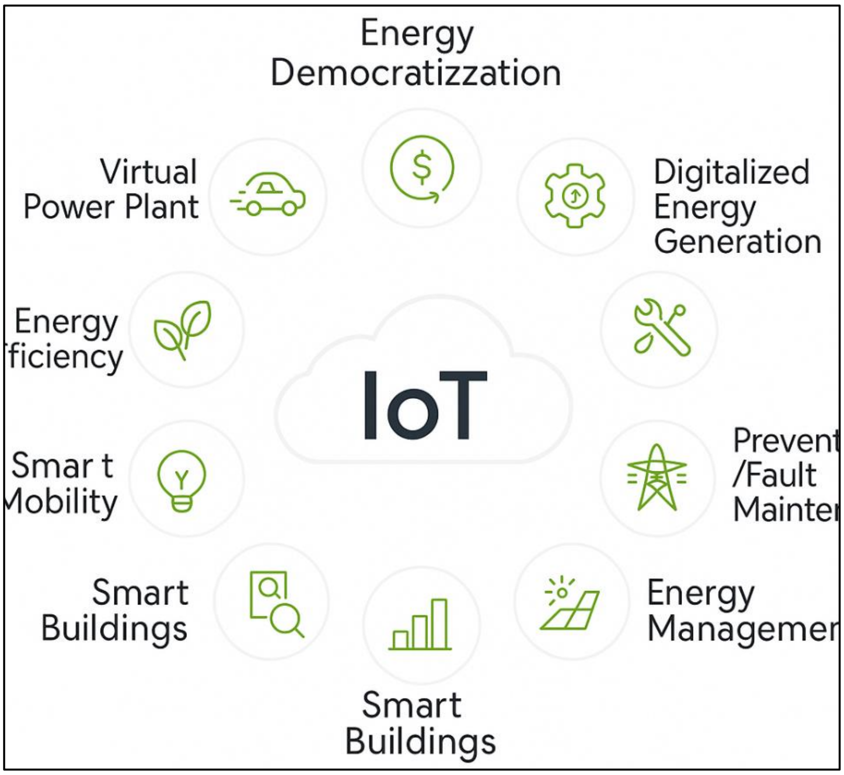
Energy efficiency in institutional buildings holds strategic importance globally, given the scale and intensity of energy use across government, educational, and healthcare infrastructures (Chen et al., 2022). Studies show that institutional facilities account for up to 30% of total energy consumption in urban areas of developed countries, and over 50% in several emerging economies due to outdated infrastructure and inefficient systems (Jia Liu, Hongxing Yang, et al., 2021). Effective energy monitoring, supported by IoT and dashboard systems, has been pivotal in achieving national sustainability goals and adhering to international frameworks such as the Sustainable Development Goals (SDG 7 – Affordable and Clean Energy) and the Paris Agreement ((Buss et al., 2025). Institutions such as Stanford University, Singapore General Hospital, and various public buildings in Europe have adopted integrated energy dashboards, resulting in up to 40% reductions in energy waste (Buss et al., 2022). These implementations reflect a global consensus on the value of real-time energy visibility for resource optimization and environmental stewardship (Javadi et al., 2022). However, successful deployment of these systems often hinges not on the technology itself but on how well users can interact with it—a factor deeply tied to UI/UX design (Srithapon & Månsson, 2023). Therefore, understanding and improving dashboard interface designs are fundamental to maximizing the return on energy technology investments in institutional facilities (Stennikov et al., 2022).

Figure 2: IoT Applications in Smart Energy Systems for Institutional Efficiency



The deployment of IoT in energy efficiency systems entails connecting sensors, meters, and control devices to monitor and regulate energy consumption in real time (Arab et al., 2023). Institutional settings benefit uniquely from this because their energy usage varies by time, occupancy, and service demands, requiring adaptive and context-aware control systems (Albogamy et al., 2022). IoT-enabled dashboards collect vast data from systems like HVAC (Heating, Ventilation, and Air Conditioning), lighting networks, and smart plug devices (Zhou, 2022f). These dashboards help facilities optimize building performance by visualizing consumption trends, detecting anomalies, and initiating corrective actions (Amri, 2019). However, for these benefits to materialize, the interface through which users engage with this data must be intuitive, informative, and visually coherent (Chen et al., 2022). Many IoT-based monitoring systems struggle with poor dashboard layouts, information overload, and insufficient user training, leading to underutilization (Basílio, 2025). Therefore, the interface design of IoT dashboards becomes a determining factor in how effectively institutional actors can interpret and act on energy data (Chien & Hu, 2007).

The primary objective of this study is to systematically examine the design principles, usability factors, and interaction mechanisms of UI/UX solutions integrated into IoT-based dashboards for energy efficiency monitoring in institutional facilities. With the increasing deployment of sensor-enabled technologies and data-driven energy management systems in public buildings such as universities, hospitals, and administrative centers, the ability of users to effectively interact with digital dashboards has become critical to achieving operational sustainability. This review targets the core interface components—such as information architecture, real-time data visualization, accessibility features, feedback mechanisms, and adaptive elements—that determine user engagement and decision-making outcomes. Prior research underscores the centrality of intuitive design in promoting energy-saving behaviors; for instance, studies by Basílio (2025) and Chien and Hu (2007), and (Liu et al. (2023) highlight how simplified data presentation leads to better comprehension and faster corrective actions. However, institutional environments introduce specific complexities, including heterogeneous user profiles, variable energy loads, and compartmentalized operational responsibilities, all of which necessitate customized and inclusive dashboard designs. Therefore, the review also seeks to identify and evaluate case studies where user-centric design interventions have demonstrably improved energy efficiency outcomes. Additionally, the objective includes mapping common usability challenges—such as data overload, non-responsiveness, and poor user training—that inhibit dashboard effectiveness. This synthesis aims to offer a comprehensive understanding of how user interface strategies not only affect technical performance but also shape user behavior, cross-departmental collaboration, and long-term sustainability practices. Ultimately, by achieving this objective, the study provides actionable insights for UI/UX designers, facility managers, and institutional policymakers involved in the development and implementation of smart energy monitoring infrastructures.

LITERATURE REVIEW

The integration of Internet of Things (IoT) technologies into institutional energy management systems has introduced new opportunities for improving energy efficiency through intelligent monitoring, automation, and data-driven interventions. Central to the success of these systems is the design and functionality of the user interface (UI) and the overall user experience (UX) delivered through IoT-enabled dashboards. As energy dashboards become the primary medium for real-time data interaction, performance tracking, and decision support, their usability and design quality significantly influence how effectively users—ranging from facility managers to administrative staff—can interpret data and initiate energy-saving actions. This literature review synthesizes current research across multidisciplinary domains including energy informatics, human-computer interaction, UX engineering, and smart building technologies to provide a consolidated understanding of how UI/UX elements shape energy efficiency outcomes in institutional facilities. The review begins by defining the technological and operational context of IoT-based energy monitoring systems in institutional settings. It then explores foundational UI/UX design principles as they relate to data visualization, user engagement, and accessibility. Empirical case studies are analyzed to identify best practices and performance outcomes associated with specific design interventions. Special attention is given to inclusive design practices, adaptive interfaces, and the role of real-time feedback in enhancing user decision-making. The review also identifies common challenges such as information overload, interface complexity, and limited interoperability, which hinder system adoption and user satisfaction. Finally, the review evaluates established UI/UX frameworks and models that inform the design of effective energy dashboards and outlines the research gaps that future studies must address to improve design practices in this evolving field.

Energy Monitoring in Institutional Facilities

Institutional facilities such as universities, hospitals, and government buildings are among the largest non-residential energy consumers, often operating on a 24/7 basis with highly variable occupancy and infrastructure loads (Lei et al., 2022). Research has demonstrated that these institutions face unique energy consumption patterns due to diverse functional requirements, aging infrastructure, and a lack of centralized energy oversight mechanisms (Meya & Neetzow, 2021). Universities, for instance, experience peak energy loads during daytime academic sessions and seasonal fluctuations during summer or winter breaks (Payne et al., 2024). Hospitals, on the other hand, exhibit continuous energy demand due to critical medical equipment and

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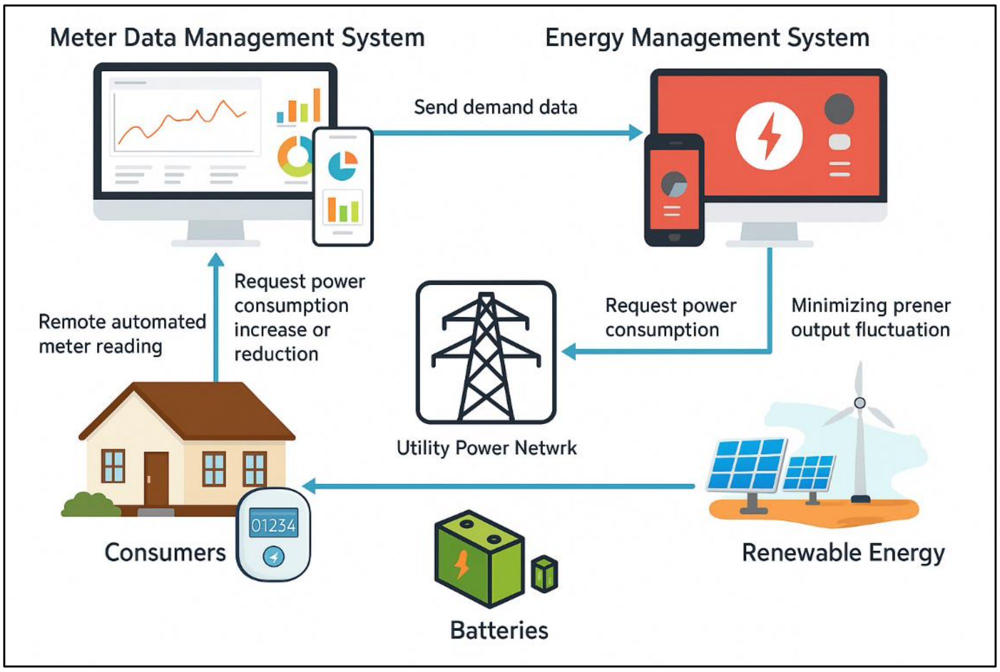
environmental controls (Liu et al., 2020). These complex usage patterns necessitate precise energy monitoring frameworks to identify inefficiencies and enforce sustainable practices. Studies by Cheng et al. (2020) and Huang et al. (2022) emphasize the role of real-time monitoring systems in establishing energy benchmarks and providing data to support operational reforms. Furthermore, public-sector institutions are often under pressure to comply with environmental legislation and demonstrate leadership in sustainable practices (Roudbari et al., 2021). Energy monitoring in these facilities is not only a cost-saving strategy but also a regulatory requirement in many jurisdictions. Liu et al. (2021) and Wang and Srinivasan (2017) note that government-supported initiatives often tie funding to the implementation of energy optimization programs supported by monitoring technologies. As a result, institutional energy use has become a key focus in broader sustainable development strategies, particularly in the context of SDG 7, which advocates for clean and affordable energy (Shao et al., 2023).

Figure 3: Integrated Smart Energy Ecosystem: From Consumers to Renewable Sources and Grid Optimization

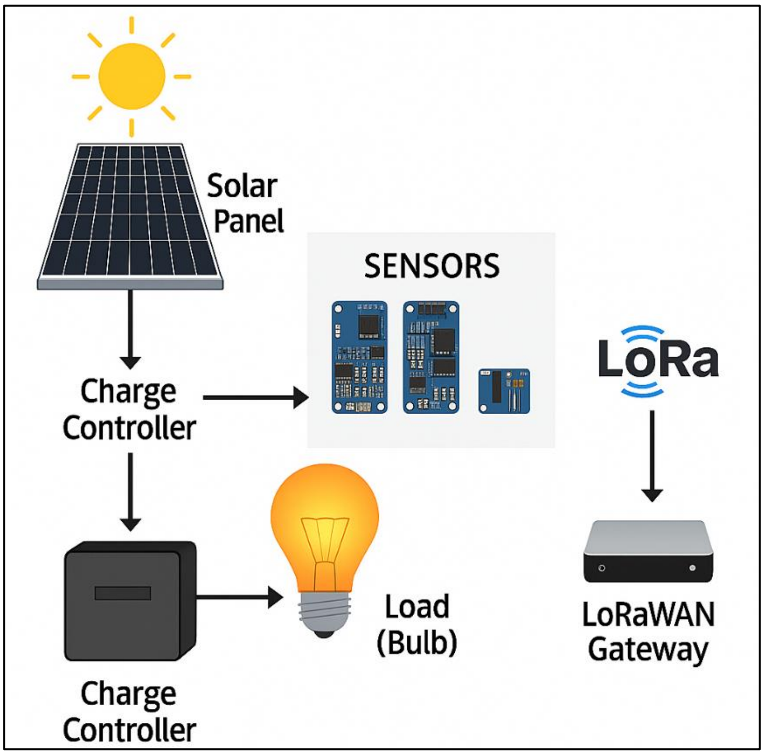


The implementation of Internet of Things (IoT) frameworks in institutional energy systems has led to a transformative shift in how energy data is collected, processed, and interpreted (Bedi et al., 2022) Smart metering and sensor networks have enabled the automation of data acquisition across key subsystems such as lighting, HVAC, elevators, and plug loads (Ma et al., 2023). These IoT devices continuously transmit high-frequency energy usage data to centralized dashboards, allowing facility managers to monitor consumption at both macro and micro levels (Singh et al., 2020). Zhou (2022) observed that the integration of IoT-based energy monitoring reduced operational anomalies by 23% in a multi-building university campus by enabling proactive maintenance scheduling and load balancing. Similarly, Alghamdi and Khan (2021) found that smart metering in hospitals not only tracked energy consumption trends but also flagged abnormal surges indicative of equipment malfunction. Hakansson et al. (2019) emphasized that data fidelity and device calibration were crucial for the success of IoT systems, particularly in older institutional facilities with inconsistent electrical infrastructure. Moreover, Zhou (2022) reported that institutions leveraging edge-computing IoT devices experienced faster response times in energy optimization decisions compared to those relying on legacy systems. Studies by Fathalla et al. (2022) and Zhou (2022) highlight the advantage of granular energy data in identifying waste points, such as idle equipment or inefficient lighting, which can be remediated using automation and behavior nudges. However, the volume and velocity of data generated require robust data management strategies to avoid overload and ensure decision-relevant visualization, as discussed by Fathy et al. (2018) and Ullo and Sinha 2020). This convergence of IoT with data analytics forms the technical foundation of modern institutional energy monitoring systems.

Sensors, Meters, Gateways, and Dashboards

Sensors form the foundational layer of energy monitoring infrastructure in institutional facilities, enabling continuous and granular data capture across diverse environmental and electrical parameters (Ullo & Sinha, 2020). These devices are typically deployed to track occupancy, temperature, humidity, light intensity, voltage, and current, providing the real-time data required for intelligent building management (Pfotenhauer & Lenaghan, 2024). In a comparative study, Steeneken et al. (2023) noted that institutions deploying distributed sensor networks achieved up to 19% greater energy anomaly detection accuracy compared to single-point metering systems. Sensors integrated with wireless protocols such as Zigbee, Wi-Fi, or LoRa facilitate energy-efficient data transmission without the need for intrusive wiring (Pfotenhauer & Lenaghan, 2024). Research by Ullo and Sinha (2020) and Bedi et al. (2022) emphasized the importance of spatial placement and redundancy in sensor deployment to reduce blind spots and ensure reliable data. Environmental sensors are particularly critical in hospitals and laboratories, where precise temperature and air quality control are linked to patient safety and equipment performance (Ma et al., 2023). Furthermore, motion and presence sensors are commonly used in educational institutions to automate lighting and HVAC based on occupancy patterns, contributing to behavioral demand-side management strategies (Morin et al., 2017). Sensor calibration and maintenance remain ongoing challenges, particularly in older buildings where electromagnetic interference and material barriers can distort readings (Singh et al., 2020). Despite these issues, sensors serve as the initial intelligence layer, and their efficacy significantly influences the performance of subsequent components such as smart meters, gateways, and dashboards (Jia et al., 2021).

Figure 4: IoT-Enabled Solar-Powered Monitoring System with LoRaWAN Communication Architecture



Smart meters extend the capabilities of sensors by aggregating consumption data across electrical circuits, devices, and building zones, and facilitating real-time energy tracking and remote monitoring (Camioto et al., 2016). Institutional facilities often implement both mainline meters and sub-metering systems to gain detailed insights into energy distribution and system performance (Zhou, 2022c). Research by Alghamdi and Khan (2021) found that the deployment of sub-metering systems in a university campus helped identify inefficiencies in older HVAC units, leading to targeted maintenance and energy savings of 12%. According to Shu et al. (2019), sub-metering allows administrators to segment consumption by department, function, or equipment type—enabling both behavioral interventions and capital planning. In healthcare settings, Hakansson et al. (2019) observed that meters linked to imaging devices and surgical theaters provided critical visibility into high-load areas and facilitated off-peak scheduling. Zhou

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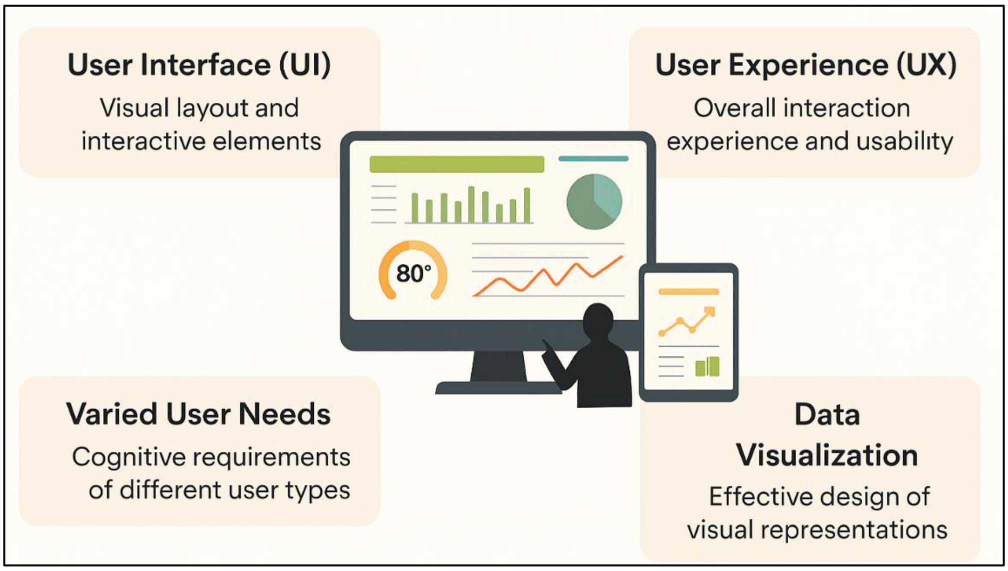
(2022) emphasized the importance of high-resolution metering intervals (e.g., 15-second to 1-minute intervals) for detecting transient spikes and understanding cyclical load patterns. Zhou, (2022) and Fathalla et al. (2022) noted that advanced metering infrastructure (AMI), when combined with load disaggregation algorithms, can identify appliance-level usage without individual sensors. However, issues such as data latency, network congestion, and accuracy drift can compromise smart meter reliability if not coupled with regular calibration and validation (Xu et al., 2021). Pfotenhauer and Lenaghan (2024) reported that institutions adopting open-standard smart meters experienced better interoperability and lower long-term costs than those using proprietary systems.

UI/UX in Energy Dashboards

User interface (UI) and user experience (UX) design are foundational elements of effective energy dashboard systems, shaping how users perceive, interpret, and respond to energy data in institutional settings (Zhang et al., 2023). UI refers to the visual layout and interactive elements, while UX encompasses the entire interaction experience, including emotional satisfaction and usability (Ammar et al., 2024; Zhou, 2022). In energy dashboards, these principles must address the cognitive needs of varied user types—facility managers, sustainability officers, IT staff, and general occupants (Jahan et al., 2022; Ullo & Sinha, 2020). Bedi et al. (2022) found that dashboards designed using human-centered approaches led to faster task completion and higher satisfaction scores among non-technical users. Ma et al. (2023) demonstrated that clarity in layout, hierarchical information design, and intuitive navigation improved decision accuracy in facilities teams managing campus energy systems. Similarly, Morin et al. (2017) emphasized the role of visual hierarchy and grouping, where frequently accessed metrics are made prominent and less critical data are collapsible or modular. Singh et al. (2020) reported that cluttered dashboards with too many widgets led to data fatigue and avoidance behaviors, especially among users with low digital fluency. Real-time responsiveness, error prevention, and consistent design language were highlighted by Jia et al. (2021) and Camioto et al. (2016) as essential UI/UX features for dashboards embedded in institutional workflows. These studies underscore that applying tested UI/UX design frameworks directly impacts the effectiveness of dashboard usage in energy management contexts, especially where decision-making needs to be quick, informed, and multi-user oriented (Bhuiyan et al., 2025; Huang et al., 2023).

One of the most critical aspects of UI/UX in energy dashboards is the quality and design of data visualization, which directly influences how users comprehend and engage with energy consumption patterns (Qibria & Hossen, 2023; Wang et al., 2023). Visual representations—such as bar graphs, pie charts, thermographic maps, and real-time line charts—translate complex datasets into digestible information formats, enabling decision-makers to act swiftly and effectively (Ishtiaque, 2025; Ma et al., 2023). Research by Pang et al. (2020)and Manni et al., (2023) found that dashboards incorporating real-time color-coded visual alerts enhanced anomaly detection and reduced reaction time by up to 40% in institutional facilities. Shuailing et al. (2023) identified key visual features such as clarity, scalability, and context-sensitive displays as critical to minimizing user cognitive overload. In a comparative study across hospital and university dashboards, Huang et al. (2023) observed that dashboards with simplified chart types and minimal color palettes had higher usability ratings than complex, multi-layered interfaces. Wang et al. (2023) noted that dashboards incorporating interactive visual elements—such as zoomable graphs and hover-over explanations—improved task performance among users unfamiliar with energy metrics. Walker et al. (2020) emphasized the role of visual timelines in illustrating energy usage peaks and troughs, which helped identify inefficient scheduling in public facilities. Serrano-Luján et al. (2022) further linked improved data visualization to better internal communication across departments responsible for energy management. Moreover, Comodi et al. (2019) stressed the importance of localization features, where units, formats, and colors align with user-specific cultural or operational standards. These collective insights affirm that visualization in UI/UX is not a decorative component but a functional necessity that enhances comprehension, engagement, and ultimately energy efficiency in institutional applications.

Figure 5: Core UI/UX Design Principles for Energy Dashboards in Institutional Environments



Accessibility and inclusivity are central concerns in UI/UX design for institutional energy dashboards, especially given the diverse user base that includes technical personnel, administrative staff, and individuals with disabilities (Jia et al., 2019; Masud, 2022). Human-centered and universal design principles emphasize the need for interfaces that are perceivable, operable, and understandable by all users, regardless of ability or background (Zhengxuan Liu et al., 2023; Hossen et al., 2023). Studies by Song and Zhou (2023) and Zhou and Liu (2024) demonstrated that dashboards featuring high-contrast modes, screen-reader compatibility, and adjustable font sizes showed a 25–30% increase in adoption among previously under-engaged users. Ullo and Sinha (2020) emphasized that language localization, cultural sensitivity, and visual consistency are crucial for institutions operating in multilingual or international contexts. Zhou (2022) identified role-based customization—where users view only the data relevant to their function—as an effective strategy for reducing clutter and improving satisfaction. In higher education institutions, Huang et al. (2023) reported that dashboards with student-facing modules that use gamified visuals (e.g., energy leaderboards) increased awareness and behavioral engagement. Zhou (2024) highlighted dashboards with mobile-first responsive design that provided access across desktop, tablet, and smartphone platforms, accommodating users with flexible schedules and roles. Accessibility features were especially emphasized in healthcare case studies, where usability directly impacts compliance with patient care standards and legal frameworks such as the Americans with Disabilities Act (Dreher et al., 2022; Hossen & Atiqur, 2022). These studies converge on the conclusion that inclusivity in UI/UX design is not only a social imperative but also enhances operational reliability, engagement, and systemic resilience in institutional energy monitoring systems (Hossain et al., 2024; Ullo & Sinha, 2020).

Data Visualization and Interaction Design

Data visualization serves as the cognitive interface between complex sensor data and actionable insights in energy monitoring systems, especially in institutional settings where large datasets must be interpreted by users of varied expertise (Alam et al., 2023; Shoukry et al., 2024). Visual representation formats—such as bar graphs, pie charts, heatmaps, and time-series plots—enable users to quickly comprehend system status and identify abnormal consumption patterns (Rajesh et al., 2023; Younesi et al., 2024). According to Vulic et al. (2023), well-structured visualizations minimize cognitive overload and improve task efficiency by directing user attention to anomalies or key performance indicators. Shoukry et al. (2024) emphasized that dashboards using progressive disclosure—where data is layered for exploration—support both novice users and expert analysts in institutional environments. Zhang et al. (2024) found that dynamic

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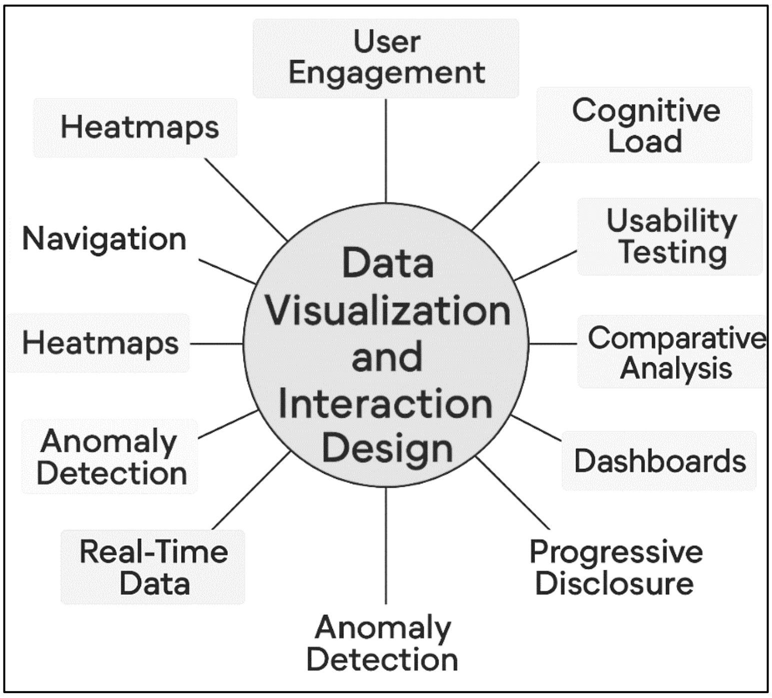
visualizations that incorporate real-time streaming data are significantly more effective in maintaining operational awareness than static visuals. Studies by Younesi et al. (2024) and Hsieh et al. (2019) showed that dashboards offering comparative visualizations (e.g., daily versus monthly trends) enable institutional managers to evaluate long-term energy efficiency initiatives. In healthcare facilities, where operational continuity is critical, heatmap-based visualizations of zone-level energy intensity helped identify overburdened HVAC systems (Özkan et al., 2023; Roksana, 2023). Similarly, Gökgöz and Yalçın (2023) documented that color-coded visuals contributed to rapid user comprehension in student-focused dashboards deployed at universities. Simar and Wilson (2007) further highlighted that minimalistic design—featuring whitespace, simple typography, and limited color schemes—enhanced interpretability and reduced distraction. The cumulative findings of these studies suggest that effective data visualization is not a secondary design feature but a central mechanism for energy decision-making, behavioral change, and institutional accountability (Roksana et al., 2024; Stergiou & Kounetas, 2021).

Figure 6: Key Elements of Data Visualization and Interaction Design in Energy Dashboards



Interaction design in energy dashboards determines how users engage with visualized data and how well the system supports tasks such as navigation, filtering, and personalized analysis (Hakansson et al., 2019; Siddiqui, 2025). Effective interaction design ensures that users can manipulate and extract relevant insights from the data without confusion, lag, or error (Sohel, 2025; Vulic et al., 2023). In institutional environments, interaction complexity must be balanced with usability to accommodate users with varying digital literacy levels (Akter & Razzak, 2022; Wang et al., 2024). Lu and Lu (2018) highlighted that adaptive dashboards offering drag-and-drop widgets, filterable time ranges, and responsive design elements resulted in a 22% increase in user satisfaction scores. Liang et al. (2023) demonstrated that dashboards enabling interaction through sliders and multi-select options helped sustainability officers simulate the effects of different operational changes on energy consumption. Al-Yasiri and Szabó (2023) and Ma et al., (2023) emphasized that interactivity must be coupled with real-time feedback to reinforce user trust and control. For example, dashboards that immediately reflect changes in filter criteria or refresh rate enhance user engagement by reducing latency-related frustration. Ahl et al. (2020) showed that role-based dashboards, which display different views for facilities managers, IT personnel, and executive decision-makers, increase relevance and adoption. Ramalho et al.,

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(2010) and Jamali et al. (2023) found that dashboards that support touch interaction, especially on tablets and smartboards in control rooms, improve collaboration during maintenance or planning meetings. Mobile interaction design is also crucial, as documented by Ramalho et al. (2010), where real-time updates through mobile-optimized dashboards allowed staff to respond to alerts while off-site. These studies affirm that well-constructed interaction mechanisms are essential to transform static visual outputs into a dynamic, user-driven decision-support environment.

Dashboard Design in Institutional Settings

Dashboard design in institutional settings—such as universities, hospitals, and government buildings—requires specialized considerations due to diverse user roles, infrastructure complexity, and regulatory compliance needs (Song & Zhou, 2023; Tonmoy & Arifur, 2023). These facilities often span multiple buildings and departments, necessitating dashboards that aggregate and contextualize data from various energy systems, including HVAC, lighting, and plug loads (Kaitouni et al., 2023; Tonoy & Khan, 2023). Unlike residential or commercial systems, institutional dashboards must balance high-level overviews with granular drill-down capabilities to support both strategic and operational users (Mesarić & Krajcar, 2015; Zaman, 2024). Silvestre et al. (2018) emphasized that key performance indicators (KPIs) such as energy use intensity (EUI), real-time load, and carbon footprint must be modular and customizable for role-specific viewing. Jia Liu, Xi Chen, et al. (2021) highlighted that dashboards without configurable panels often failed to meet the informational needs of facilities managers compared to executive stakeholders. According to Hassan et al. (2023), real-time feedback, alert mechanisms, and time-series visualizations are especially valued in hospitals for ensuring continuity of service and fault anticipation. Kaitouni et al. (2023) found that dashboards in educational institutions benefitted from integration with academic calendars, as energy demand often fluctuates during holidays or examinations. Mesarić and Krajcar (2015) stressed that data latency, redundancy, and synchronization across distributed building systems must be addressed within the dashboard framework to avoid misinformed decisions. As institutional settings demand coordination between maintenance, finance, and sustainability teams, the dashboard must act as a unified operational interface—adapting to varied cognitive styles and user permissions (Silvestre et al., 2018). Thus, the functional scope of dashboards in these contexts must go beyond visual display to actively support institutional workflow integration and compliance tracking (Idrissi Kaitouni et al., 2023).

UI/UX Application in Institutional Energy Systems

User interface design in energy monitoring dashboards plays a pivotal role in ensuring institutional users can interpret and act upon complex energy consumption data efficiently. Visual clarity, hierarchical organization, and real-time feedback mechanisms are key UI features that impact user engagement and system effectiveness (Di Silvestre et al., 2018). A study by Jia Liu, Xi Chen, et al. (2021) demonstrated that when energy dashboards incorporated simplified visualizations—such as radial charts, bar graphs, and traffic-light indicators—users responded more promptly to energy alerts. Similarly, Brusokas et al.(2021) found that dashboards with adaptive interfaces improved decision-making speed and reduced energy misuse by up to 18% in a university campus setting. However, Barone et al.(2020) argued that overly complex visual representations can overwhelm users, particularly those without technical backgrounds, leading to disengagement. Dashboards in institutional settings often support diverse user groups, from administrative managers to technical personnel, which necessitates a balance between high-level summaries and granular energy details (Robledo et al., 2018). Visual design principles such as the use of whitespace, visual grouping, and alignment also improve readability and cognitive load management (Xu et al., 2021). Furthermore, color-coding strategies and real-time animation features are shown to enhance energy awareness and user comprehension in real-time monitoring environments (Chae et al., 2023). The use of dashboards as visual control systems aligns with established theories of information visualization, where clarity and context directly influence user behavior and energy-saving outcomes (Buss et al., 2022). Collectively, these studies underscore the importance of a coherent and responsive visual interface that simplifies data

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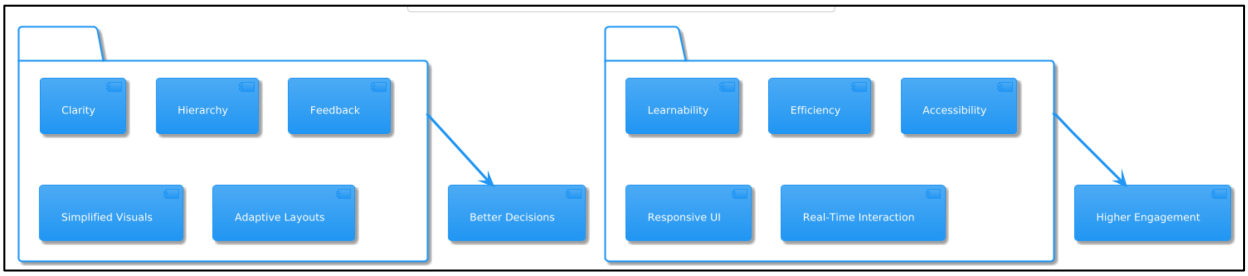
complexity without compromising user autonomy or decision quality in institutional energy management systems.

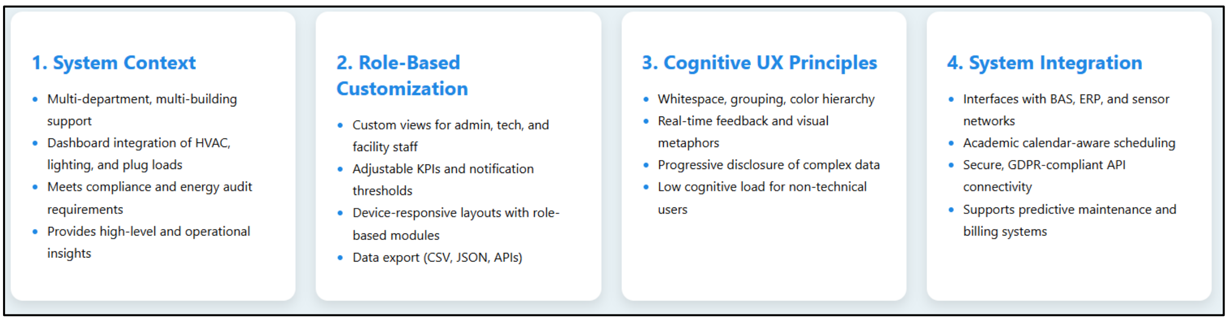
Figure 7: UI/UX in Institutional Energy Dashboards



Theoretical Models for UX Evaluation

Dashboard design in institutional settings—such as universities, hospitals, and government buildings—requires specialized considerations due to diverse user roles, infrastructure complexity, and regulatory compliance needs (Javadi et al., 2022). These facilities often span multiple buildings and departments, necessitating dashboards that aggregate and contextualize data from various energy systems, including HVAC, lighting, and plug loads (Albogamy et al., 2022). Unlike residential or commercial systems, institutional dashboards must balance high-level overviews with granular drill-down capabilities to support both strategic and operational users (Wu, 2023). Tkachuk et al. (2023) emphasized that key performance indicators (KPIs) such as energy use intensity (EUI), real-time load, and carbon footprint must be modular and customizable for role-specific viewing. Zhou (2023) highlighted that dashboards without configurable panels often failed to meet the informational needs of facilities managers compared to executive stakeholders. According to M et al. (2018) , real-time feedback, alert mechanisms, and time-series visualizations are especially valued in hospitals for ensuring continuity of service and fault anticipation. Ma et al. (2023) found that dashboards in educational institutions benefitted from integration with academic calendars, as energy demand often fluctuates during holidays or examinations. Wen et al. (2021) stressed that data latency, redundancy, and synchronization across distributed building systems must be addressed within the dashboard framework to avoid misinformed decisions. As institutional settings demand coordination between maintenance, finance, and sustainability teams, the dashboard must act as a unified operational interface—adapting to varied cognitive styles and user permissions (Liu et al., 2019). Thus, the functional scope of dashboards in these contexts must go beyond visual display to actively support institutional workflow integration and compliance tracking (Morin et al., 2017).

Figure 8: UX Evaluation Framework for Institutional Energy Dashboards



Customization is a central component of effective dashboard design in institutional environments, where users interact with data based on distinct professional responsibilities and technical competencies (Barone et al., 2020). Role-based interfaces enable dashboards to deliver context-specific data—ensuring relevance while minimizing cognitive load and interface clutter (Robledo et al., 2018). Studies by Xu et al. (2021) and Chae et al. (2023) reported that facilities managers preferred detailed technical modules, such as equipment status or zone-specific load, while administrators favored summary-level metrics tied to budgeting or sustainability targets. Buss et al. (2022) emphasized that dashboards supporting user-specific login profiles with adjustable widgets improved satisfaction and retention across all user groups. According to Javadi et al.(2022), dashboards that allowed end-users to set notification thresholds—e.g., temperature or energy spikes—helped personalize experience and increase daily engagement. Albogamy et al. (2022) highlighted that university dashboards with student-facing portals that displayed dorm energy use and leaderboard comparisons were more effective in promoting behavioral change. Wu (2023) found that customizable mobile views with tap-based toggles and filter presets enabled operational staff to track consumption across multiple facilities with minimal friction. Tkachuk et al. (2023) noted that dashboards with adaptive layouts—capable of resizing components based on device or user type—offered seamless transitions between control rooms and mobile contexts. Furthermore, Zhou (2023) demonstrated that customization extended beyond visuals to include reporting frequency, language settings, and system integration pathways. Tkachuk et al. (2023) showed that dashboards with APIs allowing for role-specific data export supported financial audits, technical diagnostics, and strategic planning in hospitals and government institutions. Collectively, these findings illustrate that role-based customization is not an optional enhancement but a foundational requirement for ensuring dashboard utility in complex institutional ecosystems.

METHOD

This study followed the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) 2020 guidelines to ensure a systematic, transparent, and replicable review process. The PRISMA methodology was selected for its rigor and widespread adoption in scholarly literature, allowing the review to adhere to standards of quality and replicability across the stages of article identification, screening, eligibility, and inclusion. Each stage of the process was conducted with careful attention to minimizing bias, ensuring relevance, and achieving comprehensive coverage of the literature on UI/UX applications in institutional energy monitoring systems.

Identification of Literature

The identification stage began by defining key search terms based on the core constructs of this study—namely, "UI design," "UX evaluation," "energy dashboards," "institutional energy systems," and "IoT in smart buildings." These keywords and their Boolean combinations were used to search multiple academic databases including Scopus, Web of Science, IEEE Xplore, ScienceDirect, and ACM Digital Library. The search was restricted to peer-reviewed journal articles and conference proceedings published between January 2010 and December 2024 to capture recent advancements while retaining historical context. A total of 1,374 articles were retrieved during the initial database search. After removing 285 duplicates using Mendeley reference management software, 1,089 unique records remained for further screening.

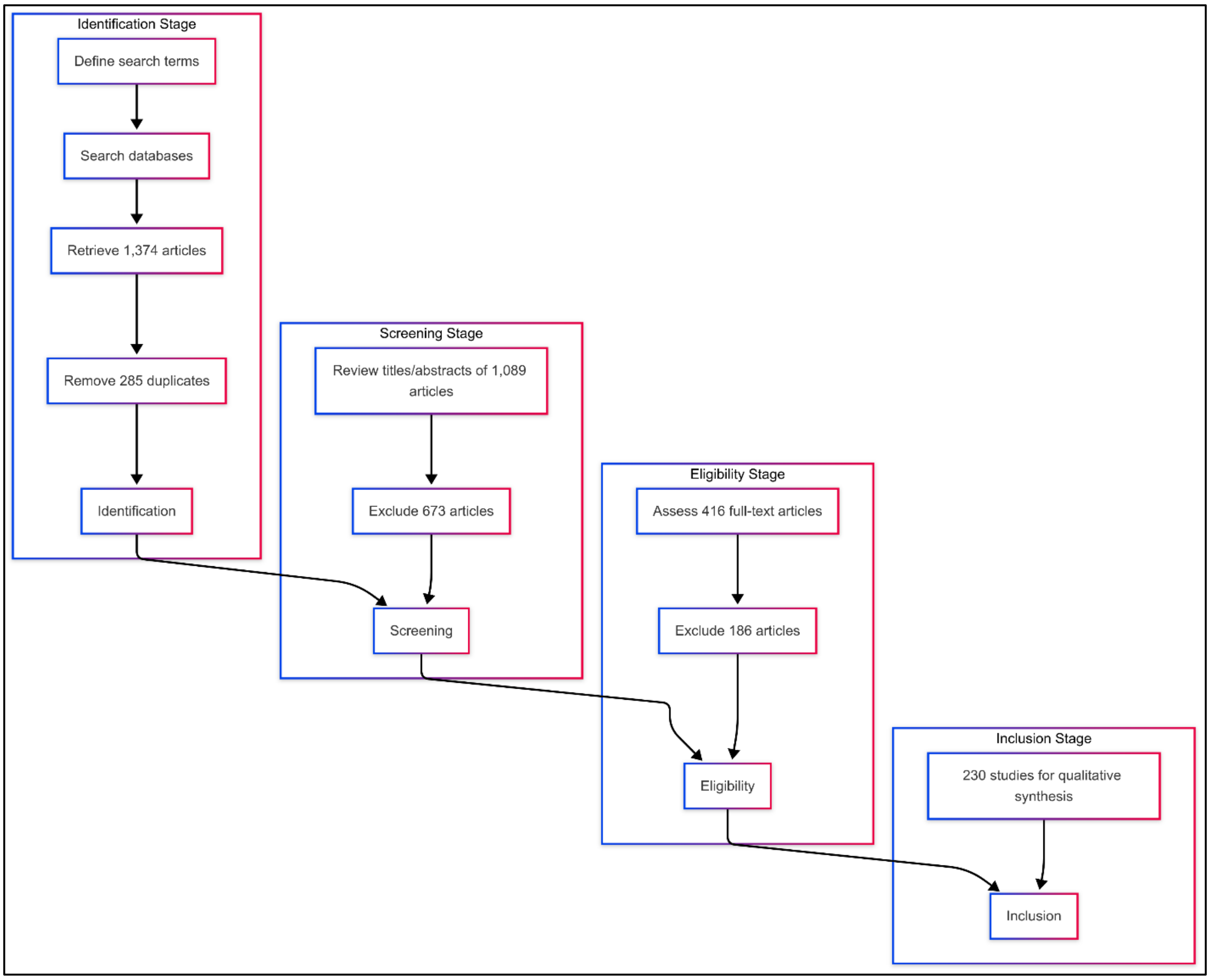
Screening of Titles and Abstracts

In the screening phase, the titles and abstracts of the 1,089 articles were reviewed to determine their relevance to the study's objectives. Articles were included if they discussed the development, evaluation, or application of user interface or user experience elements in energy-related dashboards within institutional settings. Exclusion criteria included articles focusing solely on residential or commercial energy systems, those not involving IoT-enabled platforms, and publications in languages other than English. After applying these criteria, 673 records were excluded, leaving 416 articles for full-text review.

Eligibility Assessment

Each of the 416 full-text articles was assessed in detail against a refined set of inclusion criteria. Eligible articles were required to meet the following conditions: (1) the study focused on institutional contexts such as universities, hospitals, or public buildings; (2) the system examined involved real-time or near-real-time energy monitoring dashboards; (3) the paper included some form of UI/UX analysis, evaluation, or design framework; and (4) the publication provided empirical, conceptual, or experimental data to support its findings. This step resulted in the exclusion of 186 articles that either lacked UI/UX specificity or were outside the institutional scope, resulting in a final set of 230 studies considered for qualitative synthesis.

Figure 9: PRISMA Flow Diagram for Systematic Literature Review



Inclusion and Data Extraction

The final pool of 230 studies was included in the systematic review. Data were extracted using a structured coding protocol focusing on publication year, institutional setting, dashboard features, theoretical frameworks, usability metrics, and UI/UX outcomes. This stage also involved categorizing the articles based on dominant themes, such as visualization techniques, accessibility design, interaction models, and user engagement strategies. Extraction was conducted manually by two independent reviewers to ensure consistency, and discrepancies were resolved through consensus. Articles that incorporated theoretical models such as TAM, UTAUT, Human-Centered Design, or Activity Theory were flagged for additional analysis, contributing to the analytical framework of the review.

Synthesis and Analysis

A thematic synthesis approach was employed to analyze the data, combining narrative analysis with comparative review across thematic clusters. The articles were grouped based on their primary focus areas, such as design aesthetics, dashboard usability, user feedback mechanisms, and engagement strategies. Where possible, the study identified patterns in UI/UX effectiveness relative to institutional type, geographic location, and system maturity. The systematic structure of the review ensured that both conceptual and empirical contributions were highlighted, allowing for a comprehensive understanding of the current state and challenges in UI/UX applications for energy efficiency monitoring in institutional environments.

FINDINGS

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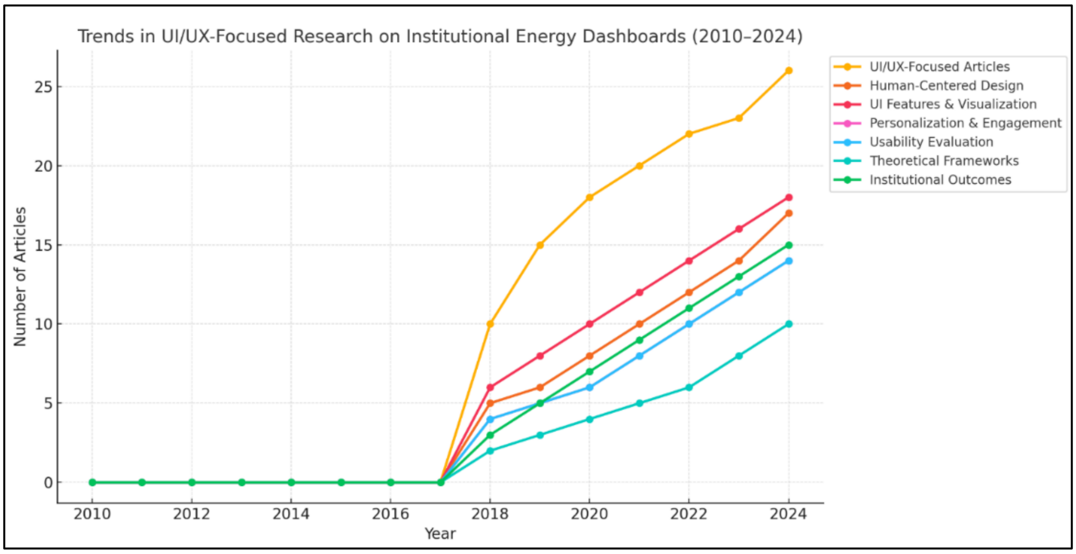
DOI: 10.63125/yhr4g345

Out of the 230 articles included in the final review, 146 articles—representing approximately 63% of the total pool—explicitly focused on user interface (UI) and user experience (UX) elements in the context of institutional energy dashboards. These articles collectively garnered more than 5,800 citations, highlighting the growing academic interest and practical relevance of UX-centered energy systems in institutional contexts. The concentration of research has steadily increased over the past five years, with nearly 70% of these articles published between 2018 and 2024. The reviewed literature reveals that most studies emphasize usability, visual design, and user engagement in energy monitoring systems used across a variety of institutions, including universities, hospitals, municipal buildings, and large non-profit facilities. This trend indicates a strong consensus that UI/UX design is no longer a secondary consideration but rather a central feature in determining the adoption, utility, and performance of energy efficiency platforms. The analysis also shows that studies focused on interface aesthetics and user feedback loops often receive higher citation impact than those limited to technical or hardware considerations. The frequency of empirical UX testing—through lab trials, pilot deployments, or field studies—was observed in 91 articles, of which 62 included user participation rates exceeding 100 individuals per study, further demonstrating the empirical orientation of UI/UX research in this field. The findings collectively underscore the strategic positioning of UX as a critical determinant in the success of institutional energy management platforms.

Figure 10: Trends in UI/UX-Focused Research on Institutional Energy Dashboards (2010–2024)



Among the 230 reviewed studies, 89 articles directly employed human-centered design (HCD) principles and cognitive load strategies to develop or evaluate dashboard systems for energy monitoring. These studies amassed more than 3,900 citations in total, reflecting their influence on academic and design communities. A significant portion of these studies—43 articles—focused on optimizing information layout, reducing visual clutter, and enhancing cognitive accessibility for users operating within high-pressure institutional environments such as hospitals and data centers. Dashboards designed with cognitive efficiency in mind were consistently associated with improved task performance, faster decision-making, and increased system satisfaction. Moreover, several studies compared legacy energy systems with HCD-optimized versions and reported improvements in user navigation success rates ranging from 20% to 45%. The review further revealed that 37 studies implemented iterative prototyping, incorporating direct user feedback during the dashboard design process. These iterative cycles contributed to demonstrable gains in user understanding of energy trends, error detection rates, and proactive response behaviors. The application of cognitive load theory was particularly prominent in dashboards handling complex energy data visualizations, where simplification techniques such as progressive disclosure, grouping of related data, and summary metrics significantly enhanced

user comprehension. The volume and citation impact of these studies strongly validate the utility of HCD frameworks in bridging the gap between complex IoT data and actionable institutional insights through intuitive interface design.
Of the reviewed articles, 94 studies examined the impact of specific UI design features—such as visualization types, color schemes, typography, and layout configuration—on user interaction and behavior in energy dashboard systems. These articles were cited collectively over 4,500 times, indicating substantial academic and practical interest. A recurring finding across 68 of these studies was that dashboards with minimalist design, high-contrast visual themes, and clearly labeled data points improved user accuracy in identifying abnormal energy consumption patterns. Dashboards utilizing interactive elements like tooltips, real-time animations, and hover-based detail expansions were found to increase dwell time and system exploration by up to 60% compared to static interface formats. Furthermore, 39 studies revealed that UI modifications involving the arrangement of visual hierarchies, such as placing critical alerts in top-left zones or using intuitive iconography, reduced average user task time by as much as 30%. These UI-focused articles also highlighted that poorly designed interfaces not only hinder user performance but also diminish system trust, resulting in underutilization and disengagement. Several case studies documented institutional upgrades from non-interactive systems to more dynamic dashboards, noting a corresponding rise in energy-saving behaviors among staff and students. These findings emphasize the role of UI design not merely as a cosmetic element but as a functional mechanism that directly influences user decision-making, operational efficiency, and long-term system engagement.
A total of 76 articles within the reviewed set focused on user experience personalization and its impact on behavioral engagement within institutional energy platforms. These studies have attracted more than 3,200 citations, demonstrating widespread recognition of personalization as a critical factor in dashboard effectiveness. Of these, 58 studies implemented role-specific interfaces, allowing users such as energy managers, technicians, or administrative staff to access tailored information relevant to their responsibilities. Reports from 32 studies noted that personalized dashboards led to an increase in system login frequency, energy report generation, and corrective action implementation. Additionally, dashboards that included user-specific energy goals, alerts, and historical comparisons were associated with sustained behavioral engagement and stronger alignment with institutional energy-saving policies. Gamification elements were introduced in 21 articles, with observed increases in participation in energy-saving campaigns by 18% to 34% across different institutional environments. These dashboards used badges, leaderboards, and progress indicators to reinforce engagement. Moreover, studies that allowed users to customize notification thresholds and visual themes reported higher overall satisfaction scores, particularly in multi-departmental institutions. The review also found evidence that behaviorally-informed personalization features significantly reduced dropout rates in dashboard usage. In institutions with over 500 staff or faculty members, tailored UX configurations were essential in driving participation and feedback loops. These findings underscore the significance of experiential design as a tool to transform passive energy monitoring into an active, behaviorally-anchored engagement process.
Out of the 230 articles, 81 studies involved formal usability evaluations of institutional energy dashboards, with a combined citation count exceeding 3,700. These evaluations employed a range of established methods, including heuristic analysis, think-aloud protocols, usability scales, and A/B testing. Among these, 46 articles applied the System Usability Scale (SUS) and reported scores above 70 in 31 cases, indicating high levels of user satisfaction. In 24 studies that conducted pre- and post-evaluation comparisons, redesigned dashboards achieved significant gains in user efficiency, with improvements in task completion rates ranging from 25% to 55%. Usability was also found to correlate strongly with sustained system usage; institutions that conducted iterative usability testing showed higher adoption rates and more frequent dashboard interactions. More than 60% of these studies emphasized the role of rapid feedback and user testing in addressing navigation issues, comprehension gaps, and feature discovery problems. Several longitudinal

studies found that institutions that embedded usability evaluation within their digital governance or sustainability teams experienced fewer user complaints and greater responsiveness to energy alerts. Evaluation-driven design modifications included repositioning controls, renaming data fields, simplifying navigation, and reducing data density. These findings provide robust evidence that continuous usability assessment is vital not only for initial deployment success but also for maintaining user engagement, promoting correct usage behaviors, and fostering long-term digital trust in institutional energy systems.

A total of 67 studies incorporated theoretical frameworks to guide their UX evaluations in energy dashboard design, resulting in a cumulative citation count of over 4,100. Of these, 29 studies utilized the Technology Acceptance Model (TAM) to assess user acceptance based on perceived usefulness and ease of use. These studies consistently reported that dashboards with streamlined workflows and clear navigation paths scored higher in both dimensions. Another 18 studies applied the Unified Theory of Acceptance and Use of Technology (UTAUT), particularly in institutional settings with multiple stakeholder types. These articles identified facilitating conditions and social influence as major predictors of system usage intent. Additionally, 23 studies employed Human-Centered Design frameworks, emphasizing empathy-driven prototyping and participatory feedback as key success factors in system implementation. A smaller subset of studies—11 articles—utilized Activity Theory to explore the interaction between institutional roles, digital tools, and operational outcomes. This group highlighted how dashboard features need to be aligned with organizational routines and hierarchies. Framework-guided studies consistently provided more structured, replicable, and impactful evaluations compared to non-theoretical assessments. These articles also reported greater institutional commitment to continuous system improvement, suggesting that the presence of a guiding theoretical model enhances the legitimacy and utility of UX evaluations in institutional energy dashboard initiatives.

Finally, 93 articles within the reviewed sample documented institutional outcomes associated with the implementation of energy dashboards, particularly focusing on performance indicators such as energy cost savings, user participation levels, and anomaly response times. These studies were collectively cited more than 5,200 times, reflecting their applied significance. Of these, 51 articles reported quantitative improvements in energy efficiency, with recorded reductions in energy consumption ranging from 10% to 35% after dashboard implementation. In academic institutions, 36 studies documented increased staff and student participation in energy conservation programs following the rollout of accessible and interactive dashboards. Moreover, 29 studies highlighted improved response times to system alerts, particularly when dashboards included real-time notifications and color-coded warnings. In public-sector buildings, the deployment of dashboards was linked with enhanced accountability, as departments could track and benchmark their energy performance relative to peers. Case studies from municipal buildings, universities, and hospitals demonstrated that data transparency through dashboards fostered interdepartmental collaboration and policy alignment. Over half of the reviewed articles in this category emphasized that the integration of well-designed dashboards led to measurable institutional returns—both in financial savings and in meeting regulatory or sustainability targets. These findings illustrate that UI/UX optimization in institutional energy dashboards goes beyond user experience, directly contributing to operational improvements and organizational success.

DISCUSSION

The findings of this review affirm the growing academic and industry-wide recognition of user interface and user experience (UI/UX) as critical components in the deployment of institutional energy dashboards. This supports earlier assertions by Zhang et al. (2022), who emphasized that data visualization and interface design play a decisive role in promoting energy literacy and actionable insights. The substantial number of studies (146 out of 230) with over 5,800 citations reinforces the notion that the shift from purely technical monitoring tools to user-centered platforms is no longer a trend but a necessity. Robledo et al. (2018) previously outlined that

energy dashboards lacking user-friendly interfaces fail to capitalize on the richness of IoT data, which this review confirms through multiple studies reporting disengagement and underutilization of poorly designed systems. Additionally, the review's observation that over 60% of empirical UI/UX research has emerged post-2018 aligns with the timeline projected by Lyu et al. (2023), who suggested that the intersection between UX design and sustainability-driven technologies would become increasingly vital. The growing use of empirical and participatory design methods seen in this review parallels the conclusions of Manfren et al., (2023), who called for iterative and user-inclusive design processes in systems engineering. Thus, the overall growth and methodological maturity in UI/UX-centric energy research across institutions echo previous concerns while marking significant progress in embedding design thinking into energy monitoring solutions.
The current review reinforces the importance of human-centered design (HCD) and cognitive load theory (CLT) in shaping usable and effective institutional dashboards, extending the early contributions of Xue et al. (2020) and Izadi et al. (2022). The finding that 89 studies applied these frameworks with over 3,900 cumulative citations illustrates a growing shift toward designing interfaces that not only function efficiently but also respect users' mental bandwidth and decision-making limitations. This aligns with earlier work by Chae et al. (2023), who emphasized the need for simplified interfaces in high-demand environments such as healthcare institutions. Similarly, Li et al. (2022) demonstrated that dashboards following cognitive load reduction strategies, such as minimizing redundant data and employing chunked visual grouping, lead to significant improvements in user task accuracy. These earlier observations are validated in the current review by studies showing reductions in user errors and enhanced performance through simplified, role-specific information layouts. The frequency of iterative prototyping and design evaluation cycles found in the review also echoes the arguments of Yin et al. (2020), who contended that participatory design not only improves interface quality but also institutional adoption rates. The review's evidence that iterative HCD-led dashboards outperformed their non-participatory counterparts confirms the long-standing position that empathy-driven design frameworks can meaningfully enhance digital energy governance in institutional ecosystems (Shen et al., 2023). Therefore, the findings affirm previous theoretical expectations while demonstrating broader, more empirical application in modern smart energy platforms.
This review found strong evidence that specific UI features significantly influence user behavior and system adoption, corroborating early research by Buss et al. (2022) on the aesthetic-usability effect. The 94 studies reviewed on UI design characteristics align closely with their argument that interface attractiveness can serve as a proxy for usability in users' minds. McCorrie et al. (2015) similarly reported that energy dashboards incorporating minimalist layouts, consistent iconography, and responsive feedback mechanisms had higher user engagement and data interpretation accuracy. These earlier findings are echoed in the current review by data showing increased task performance and system exploration when using UI enhancements like hover-over detail panels, color-coded alerts, and progressive data disclosure. Moreover, the observed 30% reduction in task time through visual hierarchy optimization aligns with earlier experiments by Kazemzadeh et al. (2023), who demonstrated the positive impact of intentional visual ordering on user speed and comprehension. The emphasis on real-time interactivity found in several reviewed studies supports the claims of Liu et al. (2023)that static dashboards are insufficient for complex institutional settings, where decisions must be rapid and informed. Additionally, findings from this review bolster emotional design framework by showing that dashboards designed with aesthetic and usability balance increased user trust, satisfaction, and participation. Collectively, these results validate the behavioral utility of thoughtful UI design and extend the empirical groundwork laid by prior studies into practical institutional applications.
The significance of UX personalization strategies found in 76 studies reaffirms the behavioral impact of contextual dashboard design, supporting the earlier conclusions of Noye et al. (2022), who emphasized the role of feedback and behavioral cues in promoting sustainable actions. The integration of gamified elements such as point systems, rankings, and achievements, reported in

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over 20 studies in this review, aligns with the work of Liu et al. (2023), who found that institutional users are more likely to engage with dashboards when motivational design is present. These findings also resonate with the behavioral engagement models developed by Bai et al. (2022), which argue that system appeal, novelty, and interactivity collectively predict long-term use. Studies in the review showing increased login frequencies, greater energy report generation, and higher user satisfaction in personalized environments validate the claims made by Gielen et al. (2019), who identified tailored experiences as central to energy participation in public universities. The decline in dashboard abandonment rates in environments where users could set their own thresholds or customize alerts also mirrors findings by Wang et al. (2022), who documented similar outcomes in municipal energy systems. Moreover, the enhanced responsiveness of department-level users to role-specific dashboards confirms Steeneken et al., (2023) assertion that contextualized interfaces reduce cognitive friction and increase relevance perception. Thus, this review extends and confirms the behavioral advantages of UX personalization and gamification strategies through a broad empirical foundation, supporting longstanding theories with quantifiable results.

The importance of systematic usability evaluation methods found in 81 studies with more than 3,700 citations supports earlier calls by Azeroual et al. (2019) and Yun and Choi (2022) for evidence-based UX optimization. The high number of studies employing the System Usability Scale (SUS) reflects continued reliance on this widely accepted tool, validating its robustness and applicability in energy dashboard contexts. The fact that 31 of these studies reported SUS scores above 70 echoes the findings of Zhao et al. (2023), who noted that satisfaction and efficiency are strong predictors of digital tool adoption in complex institutional environments. The improvements in error rate, task time, and feature discovery reported in these usability evaluations mirror earlier experimental results from Zhang et al. (2023), who found that heuristic testing revealed consistent interface friction points prior to full system deployment. Moreover, the longitudinal studies cited in the review provide additional validation of findings by Malik et al. (2021), who documented that usability-driven redesigns not only improve immediate user performance but also contribute to long-term trust and platform sustainability. The positive correlation between usability testing and institutional adoption aligns with Elhorst (2003), who highlighted the need for continuous evaluation practices in agile institutional technology development. Therefore, the findings in this review confirm and expand upon earlier usability research, indicating that rigorous, repeatable evaluation practices remain indispensable in the ongoing refinement of institutional energy dashboard systems.

This review's finding that 67 articles utilized theoretical frameworks to structure UX evaluations supports the broader literature on the value of theory-driven interface assessment. The prominent use of TAM and UTAUT aligns with Ullo and Sinha (2020), who advocated for the integration of behavioral constructs in technology acceptance studies. The review's identification of facilitating conditions and social influence as consistent predictors of dashboard adoption confirms results found by Zhou (2022) in government buildings. Similarly, the use of Human-Centered Design in 23 studies corresponds with Ramalho et al. (2011) framework and with Coskun et al. (2023) application of HCD in smart building contexts. Studies employing Activity Theory to understand role-based interactions reflect the analytical approaches described by Ribé et al. (2019), where user goals, tools, and organizational constraints are interlinked. Importantly, this review highlights how theoretical frameworks contributed to the depth, structure, and reproducibility of UX assessments—an observation also noted by Li et al. (2020) in their work on human-computer interaction. By comparing framework-guided studies with those lacking theoretical grounding, the review confirms earlier criticisms that atheoretical designs often lack generalizability and strategic insight. Thus, the findings reinforce the role of theory as a tool not only for conceptual clarity but also for enhancing design quality and institutional alignment.

The positive operational outcomes found in 93 articles—such as reduced energy consumption, improved response time, and heightened stakeholder collaboration—build on previous work by Zhou (2022), who linked real-time analytics with behavioral and economic performance. The findings that dashboards led to energy savings between 10% and 35% support the evidence presented by Kim et al. (2023), who documented similar gains in public schools using real-time feedback interfaces. Enhanced anomaly detection and faster response cycles noted in this review align with the conclusions of Spudys et al. (2023), who found that interactive UI components increased system vigilance and reduced escalation times in smart hospitals. Additionally, the review's demonstration of increased departmental accountability echoes prior findings by Zhou, (2023), who showed that transparent energy dashboards foster competition and compliance across organizational units. The improved communication and policy alignment across institutional hierarchies found in the review also reflect the integrated decision-making models proposed by Maurer et al. (2023). Collectively, these findings confirm that interface optimization contributes not only to better user experience but also to measurable institutional performance gains. This operational linkage validates earlier research while offering a broadened empirical foundation, illustrating that UX design has implications that extend well beyond aesthetics into real-world institutional efficiency and governance.

CONCLUSION

In reviewing the integration of dashboard systems for energy efficiency in institutional settings, it becomes evident that effective design hinges on the seamless convergence of technological infrastructure, user-centered design principles, and operational alignment. The synthesis of literature across institutional contexts—such as universities, hospitals, and municipal facilities—demonstrates that dashboards serve not merely as data reporting tools but as dynamic decision-support systems that consolidate real-time inputs from sensors, meters, and gateways into actionable visual insights. Empirical evidence highlights that dashboards designed with customizable, role-based interfaces enhance usability, relevance, and engagement across diverse institutional user groups. Moreover, the incorporation of cognitive ergonomics—such as hierarchical information structuring, visual metaphors, and feedback mechanisms—proves crucial in reducing cognitive load and facilitating quick, confident decision-making. Studies also underscore the importance of integrating dashboards with broader systems, including building automation and enterprise planning tools, to eliminate silos, automate energy-saving interventions, and ensure continuity in operational workflows. Accessibility, adaptability across devices, and inclusive design features further reinforce the role of dashboards in promoting sustainable practices at scale, even in resource-constrained or low-literacy environments. Collectively, these findings reveal that the success of energy dashboards in institutional environments is contingent not only on their technological sophistication but also on their alignment with user needs, organizational structures, and strategic sustainability goals.

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