Case against UI simplification

Why is it a bad idea in most cases

Customer's request

- My users are afraid of the form complexity
- They don't understand all the fields
- I want my users to follow the procedure and nothing more

Processes are not procedures

The user knows what he has to achieve

- Every click shows more data

- Data are as expected ? keep on

- Data are not as expected ? Divert to understand/correct … and come back to the step later

- If the widget has be « simplified », checking, correcting linked information becomes a complex task.

- It requires a far deeper understanding of database structures.

- Simplifying interface is like learning how to float without learning how to swim.

- This is just my point of view, please don't kill me if you disagree.