

山形大学

平成 31 年度入学者選抜試験問題

人文社会科学部
地域教育文化学部
医学部

外 国 語

(英 語)

前 期 日 程

注 意 事 項

- 1 試験開始の合図があるまで、この問題冊子の中を見てはいけません。
- 2 この問題冊子の本文は1ページから8ページまでです。
- 3 試験中に問題冊子の印刷不鮮明・落丁・乱丁、解答用紙の汚れなどに気が付いた場合は、手を挙げて監督者に知らせてください。
- 4 監督者の指示にしたがって、解答用紙に学部名と大学受験番号を正しく記入してください。
大学受験番号が正しく記入されていない場合は、採点されないことがあります。
- 5 問題冊子のほかに、解答用紙2枚、下書き用紙1枚を配付してあります。
- 6 試験終了後、問題冊子と下書き用紙は持ち帰ってください。

I Read the text and answer Q1 – Q6.

① Kumiko Hirano has noticed a worrying change when she goes to her neighbourhood *konbini*. “No one is around and I have to use a loud voice to get someone to serve me,” says the 48-year-old worker in Tokyo. “⁽¹⁾ It irritates me.”

② This might not seem a big problem, but Japan prides itself on the standard of customer service, which approaches the highest level of attention elsewhere. Taxi drivers, who often wear white gloves, sometimes get out to bow when they drop off a passenger. Staff in shops and restaurants are always polite. Shoppers can order on Amazon* and take delivery ⁽²⁾ reliably the same day. Now Japanese are having slowly to adapt to levels of service long suffered by the rest of the world.

③ The human touch is becoming rarer. Lawson, a *konbini* chain, is automating payment during the small hours* at selected stores. Some restaurants and supermarkets are doing the same. Rakuten, an e-commerce giant, is testing if drones, instead of immaculately uniformed* delivery personnel, can make deliveries. Companies are using artificial intelligence to interact with customers. People at Henn na Hotel, an expanding chain, are checked in by robots.

④ Opening times of shops and restaurants are becoming ⁽³⁾ ever shorter. Skylark, a company that owns several popular restaurant chains, has cut the number of its restaurants that are open between 22 and 24 hours a day from 1,000 to 400. Yoshinoya, a favourite *gyūdon* restaurant, has done likewise. Family Mart, another convenience store chain, is experimenting with closing some stores at certain hours of the night. Last year Yamato Transport, a delivery company, said it would consider stopping same-day deliveries for Amazon Prime*.

⑤ Japan’s declining population and rising labour costs are one reason businesses are cutting customer service. Another is pressure from shareholders* for better profits. On the labour side, some industries have had to raise wages to compete for staff; others cannot get them at all. In July last year the gap between the number of jobs on offer and the number of jobseekers hit a 43-year high. There are 1.59 jobs for every ⁽⁴⁾ applicant, and not even foreign students can fill the gap at *konbini* shops.

⑥ While service businesses account for three-quarters of Japan’s GDP, all those bowing staff and long opening hours make companies **inefficient**. Japan ranks poorly for productivity among the OECD, a club of rich nations, especially for non-manufacturing industries. Minoru Kanaya of Skylark says recent changes the company has made have raised productivity.

⑦ However, (あ) some customers the changes are worrying, cutting to the heart of Japanese culture. Children grow (ゝ) worshipping *omotenashi*, the **philosophy** of providing service (う) expectation of reward. This also draws foreign visitors, notes Yūki Takada of the Omotenashi Meister Association, which provides training and sets standards in hospitality. Many also worry (え) whether Japan’s growing number of elderly will cope well (お) **automation**.

⑧ Yet in some areas people appear to want simpler customer service. Some Japanese see customer service as defined by rules and customs, rather than by what the customer actually wants. Waiters at Jonathan's, one of Skylark's restaurant chains, no longer show customers to their table after **many** said they would rather seat themselves. Mr Takada thinks that the number of people who are starting to feel that *omotenashi* is “fussy* and **inconvenient**” is increasing.

(Adapted from an article in *The Economist*, February 17, 2018)

Vocabulary

Amazon アマゾン・ドット・コム (電子商取引ウェブサービス会社)

small hours 深夜

immaculately uniformed きちんとした制服に身を包んだ

Amazon Prime アマゾン・ドット・コムの特典付き有料サービス

shareholders 株主

fussy 細かすぎる

Q1 Which of the four choices [A] – [D] is the closest in meaning to the underlined parts (1) – (4)?

(1) It irritates me.

- [A] It makes me angry.
- [B] It makes me scared.
- [C] It saddens me.
- [D] It worries me.

(2) reliably

- [A] at home
- [B] at work
- [C] without money
- [D] without worry

(3) ever shorter

- [A] always long
- [B] always short
- [C] increasingly longer
- [D] increasingly shorter

(4) applicant

- [A] candidate
- [B] post
- [C] store
- [D] worker

Q2 According to paragraphs ③ and ④, how are companies experimenting? Fill in the most appropriate answer [A] – [C] in the table below. *All letters must be used at least once.*

Lawson	(1)
Rakuten	(2)
Henn na Hotel	(3)
Yoshinoya	(4)
Family Mart	(5)
Yamato Transport	(6)

- [A] changing delivery schedules
- [B] shortening opening hours
- [C] using new technology

Q3 Three of the following words have an identical stress pattern. Which word is *different*?

- [A] inefficient (**bold** in paragraph ⑤)
- [B] philosophy (**bold** in paragraph ⑦)
- [C] automation (**bold** in paragraph ⑦)
- [D] inconvenient (**bold** in paragraph ⑧)

Q4 Taking into consideration the meaning of paragraph ⑦, insert the most appropriate word in the blank spaces (あ) – (お). *Each word must be used once.*

for / over / up / with / without

Q5 Translate into Japanese the underlined part of paragraph ⑧.

Q6 What does “many” (**bold** in paragraph ⑧) refer to?

- [A] customers
- [B] restaurant chains
- [C] tables
- [D] waiters

II Read the following letter posted soon after the Las Vegas shooting (Oct. 1, 2017) in the United States and answer Q1 – Q5.

Dear Members of the Media,

① We are scholars, professors, and law enforcement professionals* who have collectively studied mass shooters, school shooters, workplace shooters, active shooters, mass murderers, terrorists, and other perpetrators* of crime.

② We strongly urge you to take a principled stand* in your future reporting of mass killers that could potentially save lives:

1. Don't name the perpetrator.
2. Don't use photos or likenesses* of the perpetrator.
3. Stop using the names, photos, or likenesses of past perpetrators.
4. Report everything else about these crimes in as much detail as desired.

③ We agree—and believe you will as well—that the particular sequence of letters that make up offenders' names, and the particular configuration* of bones and flesh that make up offenders' faces are among the least newsworthy* details about them. That information tells us nothing, and has no value in itself. However, by reporting everything else about these crimes in as much detail as desired, you can continue to fulfill your responsibility to the public.

④ As scholars, professors, and law enforcement professionals, we do not agree on everything. Some of us believe that by denying mass shooters fame, we would deter* some future fame-seekers from attacking. Some of us believe that by no longer creating celebrities out of killers, we would reduce ^[a]contagion and ^[b]copycat effects. Some of us believe that by no longer giving the most dangerous offenders the most personal attention, we would reduce the competition among them to maximize victim fatalities*.

⑤ However, all of us agree that it is important [fame-seeking mass shooters / giving / the personal attention / they / to stop / want]. This idea has already been repeated by many members of the United States government, the community of law enforcement professionals, and the media itself.

⑥ We recognize that there are (あ) cases, such as during the search for an escaped suspect, when the publication of that individual's name and image may be (ㄨ) necessary. However, we believe that in the vast majority of cases, the media can easily follow the guidelines stated above.

⑦ There are already examples of this approach: the media typically does not broadcast fans who run on the field during professional sporting events, does not publish the names of sexual assault* victims,

and does not publish the names of underage* mass shooters who attack in Canada, where such information is already kept confidential*.

⑧ We hope that as members of the media, you are ready to take a stand, adopt the measures listed above, and encourage your colleagues to do the same. The costs would be small, and the benefit is that you could literally save lives.

(Adapted from an article posted on *Alabama.com*

www.al.com/opinion/index.ssf/2017/10/dear_media_stop_using_mass_mur.html)

Vocabulary

law enforcement professionals 警察など法の執行に携わる専門家

perpetrators 加害者

take a principled stand 確固たる原則に基づく対応をする

likenesses 似顔絵

configuration 形状

newsworthy 報道価値のある

deter 抑止する

maximize victim fatalities 被害者の死亡数を最大化する

sexual assault 性的暴行

underage 未成年の

confidential 秘密の

Q1 Which three of the following are *not* included in “That information” in paragraph ③?

- [A] what the perpetrator believes in
- [B] what the perpetrator is called
- [C] what the perpetrator looks like
- [D] when the perpetrator was born
- [E] whether the perpetrator is under arrest or not

Q2 Explain, in 60 Japanese characters or less, the underlined part in paragraph ④ based on the following definitions:

[^a]contagion: a situation in which a harmful influence spreads quickly and easily

[^b]copycat: a situation in which someone copies another person’s behavior

Q3 Put the following underlined words and phrases in the correct order. They are taken from the brackets in paragraph ⑤.

fame-seeking mass shooters / giving / the personal attention / they / to stop / want

Q4 Which pair of words from [A] to [E] is most appropriate for (あ) and (い) in paragraph ⑥?

	[A]	[B]	[C]	[D]	[E]
(あ)	conservative	endless	exceptional	progressive	traditional
(い)	previously	recently	temporarily	surprisingly	permanently

Q5 Summarize in English the main point of this text, starting with “The media should.”

Write 25 words or less, including “The media should.”