

N₂ 英語 問題

注意

1. 試験開始の指示があるまでこの問題冊子を開いてはいけません。
2. 解答用紙はすべてHBの黒鉛筆またはHBの黒のシャープペンシルで記入することになっています。HBの黒鉛筆・消しゴムを忘れた人は監督に申し出てください。(万年筆・ボールペン・サインペンなどを使用してはいけません。)
3. この問題冊子は12ページまでとなっています。試験開始後、ただちにページ数を確認してください。なお、問題番号はI～IVとなっています。
4. 解答用紙にはすでに受験番号が記入されていますので、出席票の受験番号が、あなたの受験票の番号であるかどうかを確認し、出席票の氏名欄に氏名のみを記入してください。なお、出席票は切り離さないでください。
5. 解答は解答用紙の指定された解答欄に記入し、その他の部分には何も書いてはいけません。
6. 解答用紙を折り曲げたり、破ったり、傷つけたりしないように注意してください。
7. この問題冊子は持ち帰ってください。

マーク・センス法についての注意

マーク・センス法とは、鉛筆でマークした部分を機械が直接よみとって採点する方法です。

1. マークは、下記の記入例のようにHBの黒鉛筆で枠の中をぬり残さず濃くぬりつぶしてください。
2. 1つのマーク欄には1つしかマークしてはいけません。
3. 訂正する場合は消しゴムでよく消し、消しきずはきれいに取り除いてください。

マーク記入例：

A	1	2	3	4	5
	○	○	●	○	○

 (3と解答する場合)

I . 次の文を読み、下記の1～10それぞれに続くものとして、本文の内容ともっともよく合致するものを、各イ～ニから1つずつ選び、その記号を解答用紙の所定欄にマークせよ。

If the people who study the psychology of waiting in line—yes, there is such a thing—have an origin story, it's this: It was the 1950s, and a high-rise office building in Manhattan had a problem. The tenants complained of an excessively long wait for the elevator when people arrived in the morning, took their lunch break, and left at night. Engineers examined the building and determined that nothing could be done to speed up the service. Desperate to keep his tenants, the building manager turned to his staff for suggestions. One employee noted that people were probably just bored and recommended installing floor-to-ceiling mirrors near the elevators, so people could look at themselves and each other while waiting. This was done, and complaints dropped to nearly zero.

It's a tale that appears in books and articles about organizational design, though it's not clear whether it really happened. Regardless, the story offers a powerful insight into one of the most universal, and universally hated, things we do: waiting in line. It suggests that there are hidden and surprising factors that affect how we experience lines.

Altogether, some people spend a year or two of their lives waiting in line, estimates Richard Larson, a professor who studies queuing theory at Massachusetts Institute of Technology. And the way that businesses manage lines results in easily billions of dollars of gained and lost brand equity and consumer spending. A long and unpleasant wait can damage a customer's view of a brand, cause people to leave a line or not enter it in the first place, or discourage them from coming back to the store entirely. Companies have come up with some novel solutions to shorten lines, such as charging customers for skipping or advancing in the line. Other examples include priority boarding on airplanes and special concession lines for National Football League season-ticket holders. These new services seem to be cutting down on the amount of time spent waiting in line, though they are unlikely to get rid of waiting altogether.

Even so, businesses can still do a lot to improve customer experiences. As numerous studies show, how people feel when they wait in line often matters a lot

more than the duration of the wait. One strategy that companies can use is distraction. Research suggests that people who have nothing to do perceive wait times to be longer than those who are distracted by reading materials, television, or conversation. Mirrors by the elevator, TV screens at the airport, magazines in the waiting room, little items to see and buy in the supermarket checkout aisle and, of course, smartphones, all take people's minds off of their frustration about being imprisoned in a line.

Have you ever noticed that many of the lines you encounter in daily life are one of two main types? Some businesses have many parallel lines that consumers have to choose from, for example, the lines that typically form behind grocery checkout counters, or the lines of cars at toll booths. Others have one long, *serpentine line that everyone waits in, and when you reach the front of the line you are served by the next available register.

Most grocery stores follow the first kind of system, but others don't. Some Trader Joe's and Whole Foods stores offer both options—the traditional grocery store checkout lanes, as well as one single long line that feeds numerous registers—while other of their outlets use just a single long line. Fast-food companies are similarly divided. Wendy's famously adopted the single serpentine line shortly after its founding, after realizing that this kind of line required fewer employees. McDonald's chose to stick with many short lines—though now a majority of McDonald's business comes from the drive-through, which is actually a single, serpentine line.

Both systems have advantages and disadvantages. The biggest obstacle to adopting the serpentine line is that you need floor space where the line can form, meaning it doesn't work in all store designs. Often, the lines at Trader Joe's stores in Seattle will snake around the entire store, blocking customers' access to the shelves. Some companies also find they need some kind of line manager or automatic system to organize the process.

What about the amount of time each line takes? According to Larson, if both systems are working efficiently, the average wait time is about the same. However, waiting times vary more for the parallel line system than for the single serpentine line—meaning that you could be served very quickly, or have a very long delay. In

practice, the system of many parallel lines also gives rise to inefficiencies—like when customers don't notice that one checkout counter is open—which slows down service. “So, the many-line system can never have an average queue time less than that of a single-line system,” Larson says.

Larson and other queue researchers argue that the single, serpentine line has other, more important advantages. Namely, it seems socially fairer, because customers who arrive first are always served first. Because people waiting in line often value fairness more than efficiency, studies have shown that serpentine lines make customers happier than parallel lines, regardless of the wait time.

That guarantee of fairness eliminates a lot of stress and anxiety. You might not think about it much, but a system of many parallel lines, like at a grocery store checkout or toll booths, can be very anxiety-provoking. There's the stress of choosing the shortest line, and then there's the possibility that, for unforeseen reasons, your line will grind to a halt. You can analyze the contents of people's carts all you want, but the person in front of you may still pull out an envelope stuffed with coupons or a giant bag of pennies. Many companies made the switch to one serpentine line to “get rid of the stress of queue calculus,” as Larson says. Chemical Bank in New York claimed it was the first to switch to one long serpentine line in its bank lobbies in the 1960s. American Airlines and British Airlines were also early adopters of the system.

Another important factor is the speed and pacing of the line. Research by Daniel Kahneman, the psychologist whose work sparked a broad rethinking in economics, argues that consumers waiting in line experience a dual response: They become gradually discouraged as they wait but have a positive response to each forward movement of the queue. Their overall feeling about the experience depends on how these two responses balance out.

Other research by Kahneman suggests that the way we remember a line is heavily influenced by how the experience ends. A line that starts slow and speeds up is very different, and psychologically preferable, from waiting in a line that starts fast and then slows to a crawl. As this and other research suggests, our experience of waiting in line is all about perception. What makes waiting in line so uncomfortable is not so much the length of the wait, but the various negative

feelings—boredom, helplessness, and anxiety—we experience while waiting.

*serpentine：蛇のように曲がりくねった

1. The author tells a story at the beginning of the passage in order to show that
 - イ. elevator designers should take into account the needs of users.
 - ロ. various conditions affect the way people experience waiting.
 - ハ. people are hardly distracted when they see themselves in the mirror.
 - ニ. problems are easiest to solve when many people are involved.

2. According to Richard Larson,
 - イ. some businesses use billions of dollars to manage the lines in their store.
 - ロ. some customers prefer waiting in line for a long time.
 - ハ. some businesses see no connection between lines and spending behavior.
 - ニ. some customers may not return to a store if the lines are too long.

3. The underlined word “novel” (paragraph 3) is closest in meaning to
 - イ. complex.
 - ロ. fantastic.
 - ハ. typical.
 - ニ. unique.

4. The passage mentions all of the following solutions to the problem of waiting in line EXCEPT
 - イ. installing televisions.
 - ロ. providing smartphones.
 - ハ. displaying more goods to buy.
 - ニ. allowing customers to pay to move faster in line.

5. The passage suggests that, compared to the parallel line system, the single line system is perceived as
- イ. more fair.
 - ロ. more varied in waiting time.
 - ハ. easier to manage.
 - ニ. less efficient.
6. The passage suggests that, compared to the single line system, the parallel line system requires more
- イ. floor space.
 - ロ. employees.
 - ハ. distractions.
 - ニ. shopping carts.
7. The underlined word “unforeseen” (paragraph 10) is closest in meaning to
- イ. unfamiliar.
 - ロ. unnatural.
 - ハ. unpredictable.
 - ニ. unremarkable.
8. The stress of “queue calculus” (paragraph 10) refers to the stress of
- イ. choosing a store with short lines.
 - ロ. being stuck in a slow line.
 - ハ. figuring out which line is fastest.
 - ニ. watching other customers make their purchases.
9. The author would most likely agree that
- イ. our line experience depends on our perceptions of the passage of time.
 - ロ. companies will eventually eliminate the stress of waiting in line.
 - ハ. waiting in line contributes to a full and satisfying life.
 - ニ. most businesses do not yet appreciate the problem of waiting in line.

10. The most appropriate title for this passage is
- イ. How to Wait in Line without Getting Stressed.
 - ロ. The Influence of Lines on Consumer Spending.
 - ハ. Parallel Checkout Lines and Customer Choice.
 - ニ. The Psychology of Waiting in Line.

Ⅱ. 次の空所(1)~(10)を補うのもっとも適当なものを、それぞれ対応する各イ~ニから1つずつ選び、その記号を解答用紙の所定欄にマークせよ。

- (1) She cannot run a five-kilometer race, much () a marathon.
イ. less ロ. more ハ. than ニ. the same
- (2) You are the () person I expected to do such a terrible thing.
イ. ending ロ. final ハ. last ニ. unlikely
- (3) It was () of you to send flowers to your mother on her birthday.
イ. considerable ロ. considerate
ハ. considered ニ. considering
- (4) I cannot accept the appointment, () I appreciate the honor.
イ. or ロ. since ハ. so ニ. while
- (5) Don't be silly. Your answer doesn't make any ().
イ. force ロ. logic ハ. probability ニ. sense
- (6) Who do you think () into his shoes after our boss retires?
イ. he will step ロ. that steps
ハ. the one stepped ニ. will step
- (7) I would have failed the exam () I hadn't read the book.
イ. because ロ. if ハ. though ニ. unless
- (8) You cannot go on living () your means.
イ. at ロ. beyond ハ. by ニ. in
- (9) No one should be () responsible for this unfortunate accident.
イ. gotten ロ. held ハ. kept ニ. taken

(10) Our train was delayed () to heavy snowfall.

イ. according

ロ. as

ハ. due

ニ. in accordance

Ⅲ. 次の空所(1)～(6)を補うのもっとも適当なものを、それぞれ対応する各イ～ニから1つずつ選び、その記号を解答用紙の所定欄にマークせよ。

A.

Employee: (1) for being late to the meeting! It's not because I overslept, but because there was some disruption to the service on the subway. Of course, I could've taken a bus, but ...

Boss: It's the third time you've been late this month. Your reasons are starting to sound like excuses.

Employee: Sir, really, there was some trouble on the subway this morning. I was going to get a train delay slip, but ...

Boss: (2) "buts" and get to work on time!

(1) イ. You said

ロ. I'm terribly sorry

ハ. Ask me

ニ. No one told me

(2) イ. All I hear are

ロ. Why so many

ハ. Stop giving me

ニ. It's just

B.

Mom: Aiko, your sunflower is dying. You'd better take care of it.

Aiko: (3)? I'm busy right now.

Mom: Busy playing a computer game! No, of course I'm not going to do it. It's your summer holiday assignment. Besides, I have a lot to do, too.

Aiko: Don't be so mean. I was (4).

- (3) イ. Can't you do it for me
□. What do you think I'm doing
△. Do you think I should do it
ニ. Why don't I have to do it
- (4) イ. just making a point
□. thinking you'd have a lot to do
△. only asking a favor
ニ. hoping that you'd agree with me

C.

Phil: (5) Tracy, yet?

Grace: No. I was going to write to her instead. I don't like confrontations.

Phil: But that's your job now. You are her boss. You have to be able to deal with things face to face.

Grace: (6) But this type of thing always makes me feel uncomfortable.

- (5) イ. Do you need me to talk with
□. Have you talked with
△. Do you need me to see to
ニ. Have you written to
- (6) イ. I don't understand.
□. I wish.
△. Does she really have to?
ニ. I know.

IV. 次の空所(1)～(6)を補うのもっとも適当なものを、それぞれ対応する各イ～ニから1つずつ選び、その記号を解答用紙の所定欄にマークせよ。

The *Ogura Hyakunin Isshu* is a private compilation of poems by the renowned poet and scholar Fujiwara no Teika. It is often simply (1) to as the *Hyakunin Isshu* in Japan. Believed to have been completed around 1237, it was later revised by Teika and his descendants.

Teika was (2) into the noble family of Fujiwara. His father, Fujiwara no Shunzei, was also an established poet and critic, (3), in that capacity, held the highest position in the Imperial Court Poetry Bureau. Teika exceeded even his father, (4) fame not only as a great poet but as one of the foremost critics and theoreticians of *waka* poetry.

Fujiwara no Teika represented Japanese high culture and *waka*, its most acclaimed literary genre, (5) centuries after his death. There were many literary and artistic re-inventions of his poetry and poetics in later periods. This is especially notable at the end of the sixteenth and early seventeenth century. For example, Hosokawa Yūsai and his follower Karasumaru Mitsuhiro respected Teika and (6) their own poetry on his work.

- | | | | |
|------------------|-------------|--------------|-------------|
| (1) イ. read | ロ. recorded | ハ. referred | ニ. remarked |
| (2) イ. attracted | ロ. born | ハ. grown | ニ. raised |
| (3) イ. and | ロ. because | ハ. but | ニ. yet |
| (4) イ. becoming | ロ. gaining | ハ. inviting | ニ. taking |
| (5) イ. around | ロ. by | ハ. down | ニ. for |
| (6) イ. based | ロ. carried | ハ. supported | ニ. wrote |