早稲田大　2013年

Ⅲ

次の英文を読み，下記の設問に答えよ。

Some years ago, executives at a Houston airport faced a troubling customer-relations issue. Passengers were making an (1)inordinate number of complaints about the long waiting times at baggage claim. In response, the officials increased the number of baggage handlers. The plan worked: the average wait time fell to eight minutes, well within the industry standard. Yet the complaints persisted.

Puzzled, the airport executives undertook a more careful analysis. They found that it took passengers one minute to walk from the arrival gates to the baggage claim area and at least seven more minutes to pick up their bags. In other words, about 80 percent of their time was spent just standing around. So the airport decided on a ( イ ) approach: instead of trying to reduce wait times, it moved the arrival gates further away from the main terminal. Passengers now had to walk six times longer to retrieve their luggage. Complaints dropped nearly to zero.

This story hints at a general principle: the experience of waiting is defined only partly by the length of the time we wait. In the airport case above, ‘occupied time’ (walking to baggage claim) feels shorter than ‘unoccupied time’ (waiting for the baggage to come out). Research shows that people tend to believe they spend much more time in lines than they (あ)do in reality.

This is also why we often find mirrors next to elevators. The idea was born after World War II, when the spread of high-rise buildings led to frustration over frequent elevator delays. The ( ロ ) behind the mirrors is similar to the one used at the Houston airport: give people something to occupy their time, and the wait will feel shorter. With the mirrors, people can check their hair, etc. This strategy succeeded: the complaints (2)ceased almost overnight.

Our expectations often affect how we feel about waiting in a line. Uncertainty magnifies the stress of waiting, while feedback in the form of expected wait times and explanations for delays tends to improve the experience. And beating expectations improves our mood. That is why Disney, the acknowledged master of human psychology, ( ハ ) wait times for rides, so that guests are pleasantly surprised when they get on a popular attraction ahead of schedule.

Perhaps the biggest influence on our feelings about lines has to do with our perception of fairness. Usually, the first in line should get to go first. At the same time, fairness also dictates that the length of a line should (3)be commensurate with the value of the product or service sought. The more valuable (い)it is, the longer one is presumably willing to wait. Hence, the express line in a supermarket exists on the assumption that no ( ニ ) person would agree a child buying a single candy should wait behind a couple buying groceries for the next two weeks.

Americans spend roughly 37 billion hours each year waiting in line. The dominant cost of this experience is an emotional one: stress, boredom, and the sensation that one’s life is slipping away. As our lives get busier, the last thing we want to do is to spend our limited leisure time doing nothing. Obviously, we will never be able to eliminate lines altogether, but a better understanding of the psychology of waiting can help make these inevitable delays a little more bearable.

(Adapted from *The New York Times*, August 19, 2012)

設問1．次の1．～4．について，本文の内容にもっとも合うものを(a)～(d)からそれぞれ一つ選び，マーク解答用紙の所定欄にマークせよ。

1．Why didn’t increasing the number of baggage handlers completely solve the problem at a Houston airport?

(a) Passengers still had to walk a long way to the baggage claim area from the arrival gates.

(b) The staff increase had an insignificant effect on the time passengers had to wait for their baggage.

(c) The standards adopted by the airline industry failed to meet the passengers’ expectations.

(d) Waiting for one’s baggage still required some time spent doing nothing.

2．Why are mirrors often hung near elevators in tall buildings?

(a) Mirrors give people an opportunity to ensure they look appropriate.

(b) Mirrors make the overall experience of waiting more positive.

(c) People tend to exaggerate the amount of time they are kept waiting.

(d) Simply waiting for an elevator represents ‘occupied time’.

3．Which of the following is NOT mentioned in the article as an influence on our attitude towards waiting in line?

(a) having a clear understanding of how long we have to wait

(b) receiving announcements from the people in charge

(c) recognizing that fair treatment depends on line conditions

(d) selecting the shortest line and thus waiting less than other people

4．According to the author, what is the benefit of studying about the way people behave when standing in line?

(a) Such study can help enhance the otherwise frustrating experience of waiting.

(b) Such study can lead to the reduction of wait times.

(c) Such study enables us to have more leisure time.

(d) Such study provides unique insights into the interior design industry.

設問2．下線部(1)～(3)の意味にもっとも近いものを(a)～(d)からそれぞれ一つ選び，マーク解答用紙の所定欄にマークせよ。

(1)

(a) exceptional (b) indefinite (c) understated (d) unwelcome

(2)

(a) accelerated (b) decreased (c) multiplied (d) stopped

(3)

(a) be treated as (b) be viewed through

(c) correspond to (d) measure up to

設問3．空所( イ )～( ニ )を埋めるのにもっとも適当な語を(a)～(d)からそれぞれ一つ選び，マーク解答用紙の所定欄にマークせよ。

( イ )

(a) conventional (b) logical (c) novel (d) realistic

( ロ )

(a) drama (b) history (c) rationale (d) tradition

( ハ )

(a) downplays (b) overestimates

(c) recalculates (d) underreports

( ニ )

(a) impatient (b) reasonable (c) reliable (d) sophisticated

設問4．下線部(あ)が言い換えている1語を本文から抜き出し，記述解答用紙の所定欄に書け。

設問5．下線部(い)が指すものを本文から抜き出し，記述解答用紙の所定欄に書け。

設問6．本文の英文のタイトルとしてもっとも適当なものを(a)～(d)から一つ選び，マーク解答用紙の所定欄にマークせよ。

(a) Airports and Elevators: Similar Strategies, Different Results

(b) Losing 37 Billion Hours Annually: Can the Country Cope with It?

(c) Reducing Waiting Times: Lessons to Be Learned

(d) Why Waiting May Be Torture: A Different Look at Lines