

博士後期課程

平成 30 年度

武蔵野大学大学院 人間社会研究科 人間学専攻 博士後期課程 入学試験問題 (1月21日)

[英語]

問題 以下の英文を読み、(1) 日本語で大意を 400 字程度にまとめ、(2) 日本語でこの内容に対する自分の意見を 400 字程度で書きなさい。

In the study which was published in APA's flagship journal, *American Psychologist*®, Dr. Kraus describes a series of five experiments involving more than 1,800 participants from the United States. In each experiment, individuals were asked either to interact with another person or were presented with an interaction between two others. In some cases, participants were only able to listen and not look; in others, they were able to look but not listen; and some participants were allowed to both look and listen. In one case, participants listened to a computerized voice reading a transcript of an interaction — a condition without the usual emotional inflection of human communication.

Across all five experiments, individuals who only listened without observing were able, on average, to identify more accurately the emotions being experienced by others. The one exception was when subjects listened to the computerized voices, which resulted in the worst accuracy of all. (An audio sample of the computerized voices, which features two college-age women teasing each other can be listened to online.)

Since much of the research on emotional recognition has focused on the role of facial cues, these findings open a new area for research, according to Kraus.

“I think when examining these findings relative to how psychologists have studied emotion, these results might be surprising. Many tests of emotional intelligence rely on accurate perceptions of faces,” he said. “What we find here is that perhaps people are paying too much attention to the face — the voice might have much of the content necessary to perceive others' internal states accurately. The findings suggest that we should be focusing more on studying vocalizations of emotion.”

Kraus believes that there are two possible reasons why voice-only is superior to combined communication. One is that we have more practice using facial expressions to mask emotions. The other is that more information isn't always better for accuracy. In the world of cognitive psychology, engaging in two complex tasks simultaneously (i.e., watching and listening) hurts a person's performance on both tasks.

One implication of this research is simple, according to Kraus.

“Listening matters,” he said. “Actually considering what people are saying and the ways in which they say it can, I believe, lead to improved understanding of others at work or in your personal relationships.”