

**ENGLISH LANGUAGE SYLLABUS A**

Paper 4 Oral Communication Test 5

1190/04

September/October 2016

Approximately 20 minutes

**PART 1
READING ALOUD**

Your older brother is at university studying social psychology, and you have been helping him with a study project. Your teacher has asked you to report to your class on what you have learnt. This is what you say to them.

Social psychology is about how people behave in different social situations. My brother has been looking at how we behave when a lot of us have to wait for something – like when we wait in line for a shop to open, or to get into a concert or sports event.

Most often, people form an orderly line when they are waiting. The English word for this is a 'queue' – it comes from an old Latin word meaning the tail of an animal. But this polite 'waiting in line' varies a lot in different countries, and it sometimes doesn't stay polite!

We asked a senior psychologist about this, and this is what he said:

'Waiting in line is a compromise. Everyone wants to get to the front as quickly as possible – but we're also obeying a rule of "fair behaviour" or politeness. The problem is that we get bored with waiting. We hate it when we expect a short wait and get a long one, and we *really* hate it when there is "queue-jumping" or when someone after us gets served first!'

Sometimes waiting is very long and very organised. If you want the best tickets for a tennis tournament in London, you'll be given ten pages of instructions on how to wait properly – and you'll need to camp overnight! At the other extreme, a line of people may just disintegrate into a mad rush – like the times when a new tablet computer or smartphone hits the shops.

PART 2
SPOKEN INTERACTION

Study the picture.



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