

**0** A noticed

**B** solved

**C** found

**D** saw

<b>0</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
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### Email overload

A recent survey **(0)** ..... that office workers are suffering from an increasingly common 21st-century problem: too many emails. The study, which involved observing the **(1)** ..... of over 50 companies, appears to show that the huge number of messages they are now receiving is **(2)** ..... many of them from doing their jobs properly. In some cases, **(3)** ..... to the authors of the report, the negative **(4)** ..... on concentration can be as bad as losing a whole night's sleep.

The main problem seems to be that whenever employees receive emails, they feel **(5)** ..... to reply to them immediately. Often the message has nothing at all to **(6)** ..... with the work they are currently involved in, requiring them to focus on a completely different issue – until the next email arrives. These constant changes are tiring for the brain and this inevitably **(7)** ..... to poor overall performance.

Many employees continue to do this outside working **(8)** ..... , checking their emails at home again and again just in **(9)** ..... there are any new messages. Some even do so while they are on holiday.

The solution, say the scientists who **(10)** ..... the survey, is relatively simple. Companies should advise people to check their emails far less often, possibly as **(11)** ..... as three or four times a day, reminding them that not every message needs an instant reply. They could also encourage their employees to relax more, and not **(12)** ..... their work quite so seriously.

1 A crew	B staff	C team	D band
2 A delaying	B opposing	C preventing	D interfering
3 A agreeing	B relating	C depending	D according
4 A effect	B result	C reaction	D product
5 A needed	B ordered	C commanded	D obliged
6 A see	B do	C make	D go
7 A results	B leads	C causes	D creates
8 A days	B terms	C hours	D turns
9 A case	B event	C time	D fact
10 A made up	B took part	C carried out	D filled in
11 A few	B many	C little	D much
12 A feel	B take	C think	D regard