Words’ meaning:

1-Crisis **an**[**extremely**](https://dictionary.cambridge.org/dictionary/english/extremely)[**difficult**](https://dictionary.cambridge.org/dictionary/english/difficult)**or**[**dangerous**](https://dictionary.cambridge.org/dictionary/english/dangerous)[**point**](https://dictionary.cambridge.org/dictionary/english/point)**in a**[**situation**](https://dictionary.cambridge.org/dictionary/english/situation)

2-Citation is an official document or [speech](https://www.collinsdictionary.com/dictionary/english/speech) which [praises](https://www.collinsdictionary.com/dictionary/english/praise) a person for something [brave](https://www.collinsdictionary.com/dictionary/english/brave) or [special](https://www.collinsdictionary.com/dictionary/english/special) that they have done

3-Scarcity is the concept that resources are only available in limited supply, whereas society's demand for those resources is unlimited.

4-Shortage a situation when there is not enough of the people or things that are needed

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