Words’ meaning:

1-Crisis: a stage in a sequence of events at which the trend of all future events, especially for better or for worse, is determined; turning point.

2-Citation : any award or commendation, as for outstanding service, hard work, or devotion to duty, especially a formal letter or statement recounting a person's achievements.

3-Scarcity : the quality or state of being scarce

4- Shortage : a state in which there is not enough of something that is needed

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