

# Unveiling the Organization and Operations Management on Crime Prevention Reduction and Control of the Pasay City Police Station

**Romulo Navarra, DPA**

[navarra.romulo@cup.edu.ph](mailto:navarra.romulo@cup.edu.ph)  
Dean, Graduate Studies, City University of Pasay  
Pasay City, Philippines

**Roberto Tampil, DPA**

Professor, Graduate Studies, City University of Pasay  
Pasay City, Philippines

**Frederick Tugade, Rcrim, MPA**

Police Officer, Philippine National Police-  
National Capital Region Police Office

**Cynic Tenedero, LPT, MAEd**

[cyniczamintenedero@gmail.com](mailto:cyniczamintenedero@gmail.com)  
Instructor, Technological University of the Philippines-Manila

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# UNVEILING THE ORGANIZATION AND OPERATIONS MANAGEMENT ON CRIME PREVENTION REDUCTION AND CONTROL OF THE PASAY CITY POLICE STATION

Romulo Navarra, DPA<sup>1</sup>, Frederick Tugade, Rcrim, MPA<sup>2</sup>, Roberto Tampil, DPA<sup>3</sup>, Cynic Tenedero, LPT, MAEd<sup>4</sup>

<sup>1</sup>City University of Pasay, Pasay City, Philippines

<sup>2</sup>National Capital Region Police Office, Philippines

<sup>4</sup>Technological University of the Philippines- Manila



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## ABSTRACT

Operational activity such crime prevention is extremely significant in promoting peace and order of the community. This study assessed the Pasay City Police Station in the Southern District regarding particular organization and crime operations management capabilities. This paper used quantitative research anchored by descriptive method. The study's respondents were 130 police officers/members and 150 permanent employees of the Pasay City Police Station who are residents of Pasay City and whose offices are near the police station. It was revealed that the organization variables describing the Pasay City Police Station is "not significant" leading to accept the null hypothesis. The problems encountered by the Pasay City Police Station are grounded from the standpoint of personnel needs, facilities, supplies and equipment, the suggestions offered by the respondent to help solve the problems encountered are specifically geared towards solving the particular problems encountered. The Pasay City Police Officers/Personnel will be more effective in solving crime problem if more intelligence officer is dispatch where criminality is rampant. It is recommended to improve police efficiency and effectiveness in crime prevention, reduction, solution, and crime management capability. There is also a need to increase the number of police officers for the Pasay City Police Station who are educationally qualified and highly trained on police matters.

**Keywords:** *organization, operations management, crime prevention reduction, police station, Pasay City*

## INTRODUCTION

It is an accepted fact that criminality is a grave problem that affects all parts of the country and every aspect of community life. In actuality, a single theory or formula cannot account for the wide variety of criminal behavior. Kiunisala et al.(2004) believed that acknowledging the complexity of criminality trends is very challenging.

A resource paper prepared by Celia Sanidad-Leoner (2011), former Commissioner, NAPOLCOM, expounded on "The Current Situation of Crime Associated with Urbanization: Problems Experienced and Countermeasures Initiated in the Philippines," revealed that urbanization in the country has affected the structure and functions of the various social institutions – the family, economy, politics, religion and education. Industrialization and modernization have led to the diminished functions of the family. Economically, urbanization has worsened poverty. This is further' aggravated by unemployment, underemployment, a decrease in real wages due to persistent inflation and uncontrolled migration. The labor market remains unable to absorb fresh graduates and migrants fully. The lack of job opportunities



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has forced many to work abroad, leaving many children and youths under the care and guidance of a single parent or a relative.

Deterioration of living conditions in urban areas has produced its share of juvenile delinquency, drug dependency, prostitution, mental illness, physical disability, suicide, family and personal disorganization, environmental degradation, pollution, garbage and sewerage disposals, traffic jams and congestion, conditions that create fertile breeding grounds for crime. News accounts of police work frequently highlight dramatic and often violent events that occur in the ordinary course of urban police duty. Police agencies are often responsible for handling violent and unusual situations involving a few individuals or a large number of offenders and victims. These types of incidents may originate spontaneously from domestic disturbances or deliberate, planned major crime and terrorist operations. In either case, the police must respond quickly with the skills, equipment, and forethought required for handling unpredictable situations (Stevens and McKens, 2011).

The Philippine National Police (PNP) is exerting an effort to reduce the incidence of street crimes, such as robbery, hold-ups, and theft, particularly in Metro Manila and other highly urbanized areas, through heightened police visibility and patrols, vigilance activities in cooperation with the community including increased community relations activities. The Police presence on the ground was intensified by implementing the Community-Oriented Policing Systems (COPS). Maintaining internal peace and order and police the entire territory, the PNP has been true to its name—on land, at sea, and in the air. Officers having a history in the military were stationed in areas where maintaining law and order required military action.

In the study of Oliverio (2015), further analyzes the recruitment and discipline systems of the police force under R.A. 6975. In 1991, RA 6975 was enacted in creating the peace keeping forces. So that the peace keeper will be gradually attuned to the changes under the Philippine National Police law, all personnel of the Philippine Constabulary were given ample time to decide whether they will continue as peacekeeper under PNP or armed Forces of the Philippines. Like all police organization, the Pasay City Police Station is expected to perform its general mandated task which is, "To Serve and To Protect." As the peoples' servant and protectors, the station and, in particular, the members of the police force are expected to ensure the security and safety needs of its residents or constituents of Pasay City.

This study assess the Pasay City Police Station in the Southern District in terms of specific organization and crime operations management capabilities. This assess the problems are encountered by the Pasay City Police Station concerning crime prevention and control and the significant difference between the perception of the respondents regarding the organization and crime operations management of the Pasay City Police Station. This paper will serve as baseline data for enhancement of the stations' organization and crime operation management leading also to the improved capabilities of its personnel.

This paper tests the null hypothesis to wit; there is no significant difference between the perception of the two groups of respondents, namely, the police officers of the Pasay City Police Station and other employees of Pasay Police Department who are residents of Pasay City regarding its organization and operation management along crime prevention, reduction, and control

## RESEARCH METHODOLOGY

### Research Design

This is a quantitative research anchored by descriptive methods in studying organization and crime management capabilities of the Pasay City Police Stations which described and assessed in the light of specific organization and management variables.

### Research Respondents



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The study respondents were purposively selected based on their perceived knowledge of the organization and management of the Pasay City Police Station. The study's respondents were 130 police officers/members of the Pasay City Police Station and 150 permanent employees of the Pasay City Police Station and government employee who are residents of Pasay City and whose offices are near the police station.

### Research Instrument

The study utilized a survey questionnaire. The questionnaire contains the respondent's profile, their assessments on the organization's effectiveness and management of the problems encountered and suggestions to help solve the problems encountered. The Likert Scale used in the construction of the questionnaires for the respondents to assess the organization and crime management capabilities of the Pasay City Police Station in terms of certain variables. Several options for quantifying the effectiveness of the Pasay City Police Station were given their corresponding assigned points for quantitative analysis.

## RESULTS AND DISCUSSION

This section presents the data gathered from the questionnaires distributed to the respondents. The presentation was made through the use of tables. Analysis and interpretation of data were done through the tabular presentation, following the sequence of the specific research problem.

### As to Vision, Mission and Objectives

**Table 1.** Respondents' Perceptions of the Crime Operations Management of the Pasay City Police Station as to Vision, Mission, and Objectives

Indicators	Police Officers/ Personnel		Pasay City Residents		Composite Weighted Mean	
	WM	VI	WM	VI	WM	VI
a. The Pasay City Police Station mission, envisions itself as a service-oriented organization, competent, effective, and credible police force.	4.52	VGE	4.04	SE	4.28	SE
b. The Pasay City Police Station follow PNP's vision and general mission of enforcing the law to prevent and control crime, to maintain peace and order; to ensure public safety and internal security with active support of the community.	4.60	VGE	4.25	SE	4.42	SE
c. The fundamental function of the PNP "To Serve and Protect" is the basic guidelines followed by the Police Station for the safety and security of residents and	4.72	VGE	4.61	VGE	4.67	VGE



other persons within its jurisdiction.

<b>Overall Mean</b>	<b>4.61</b>	<b>VGE</b>	<b>4.30</b>	<b>GE</b>	<b>4.46</b>	<b>SE</b>
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Table 1 shows the perceptions of the two groups of respondents of Crime Operation Management of the Pasay City Police /Station regarding vision, mission, and objectives.

As shown in table 1, the three items describing the crime operation management of the PCPS finds the terms of Prevention, Reduction and control namely, (1) the Pasay City Police Station mission envisions itself as a service oriented organization, highly capable, effective and credible police force; with a weighted mean of 4.52 interpreted "to a very great extent" (2) the Pasay City Police Station follow PNP's vision and general mission of enforcing the law to prevent and control crimes, to maintain peace and order, and internal security with an active support of the community, with a weighted mean of 4.60 interpreted "to very great extent"; (3) the fundamental function of the PNP "To Serve and Protect" is the basic guidelines followed by the Police Station for the safety and security of residents and other persons within its jurisdiction were perceived by two groups of respondents to have been undertaken to a very great extent with a weighted mean of 4.1 obtained by the first group of respondents; that is, the officers and or personnel of the PCPS directly involved in the crime operation management. Likewise, the second group of respondents, that is the Pasay City residents indirectly involved in the same process, obtained almost similar with a weighted mean of 4.30, which also means "to some extent".

#### As to Organizational Structure

**Table 2.** Perceptions Respondents as to Organizational Structure

Indicators	Police officers/Personnel		Pasay City Residents		Composite Weighted Mean	
	WM	VI	WM	VI	WM	VI
<b>a. Pasay City Police Station has a clearly defined line of authority. Mandate and functions</b>	4.68	VGE	4.15	SE	4.42	SE
<b>b. The Pasay City Police Station is so structure/organized enabling all its personnel to contribute to efficiency and effectiveness.</b>	4.40	SE	4.00	SE	4.20	SE
<b>c. The organizational set-up of the Pasay City Police Station provides the delegation of authority with corresponding responsibility and authority.</b>	4.20	SE	4.10	SE	4.15	SE
<b>Overall Mean</b>	<b>4.43</b>	<b>SE</b>	<b>4.08</b>	<b>SE</b>	<b>4.26</b>	<b>SE</b>

Table 2 presents the Pasay City Police Station organizational structure as perceived by the two groups respondents.

As could be gleaned from the table, both groups of respondents perceived "to some extent" the organizational structure as attested by the computed mean on such items as (1) the Pasay City Police Station clearly defined line of authority, mandate, and function with a weighted mean of 4.68 interpreted as "to very great extent" (2) the Pasay City Police Station is so structured/organized enabling all its personnel to contribute to efficiency and effectiveness with a weighted mean of 4.40 interpreted "to



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some extent” ; (3) the organizational set-up of the Pasay City Police Station provides for delegation of authority with corresponding responsibility and authority with a weighted mean of 4.20 interpreted “to some extent”, As provided for by law, 4.43 and 4.08 grand weighted means likewise, respectively for the two groups of respondents.

Thus, the grand mean obtained was 4.43, describing the organizational structure by concerned police officers/personnel of the Pasay City Police Station as “to some extent”. Likewise, Pasay City residents revealed 4.08 as “to some extent”.

### As to Personnel Component, Qualification and Relation

**Table 3.** Respondents’ Perceptions of the Pasay Police City Station in Terms of Personnel Component, Qualifications, and Relation

Indicators	Police Officer/ Personnel		Pasay City Resident		Composite Weighted Mean	
	WM	VI	WM	VI	WM	VI
a. The personnel component of the Pasay City Police Station is adequate to meet the service needed by the clients/constituents.	4.24	SE	4.15	SE	4.20	SE
b. The Police Officer and other Personnel of the Pasay City Police are educationally qualified to do their job.	4.59	VGE	4.62	VGE	4.61	VGE
c. The personnel of the Pasay City Police Station works in an atmosphere of cooperation and dynamic interpersonal relations among themselves and the community.	3.24	ME	3.18	ME	3.21	ME
<b>Overall Mean</b>	<b>4.02</b>	<b>SE</b>	<b>3.98</b>	<b>SE</b>	<b>4.00</b>	<b>SE</b>

As shown in Table 3, three items describing personnel component, qualifications, and relation, namely: (1) the personnel component of the Pasay City Police Station is adequate to meet the services by the clients constituted with a weighted mean of 4.24 interpreted “to some extent”; (2) the police officers and personnel of the Pasay City Police Station is educationally qualified to do their job, with weighted mean of 4.59 interpreted “to a very great extent”; (3) the personnel of the Pasay City police Station work in an atmosphere of cooperation and dynamic interpersonal relation among themselves and the community, have an average weighted mean of 4.24, 4.59 and 3.24 respectively. These are the results of the computations regarding personnel component, qualification and relation. Thus, a grand mean of 2.59 was obtained and interpreted “to some extent”.

A precise analysis of the data revealed by the obtained composite weighted mean of 4.00 interpreted and described to a “some extent”. This means that the Pasay City Police Station agrees that police officers and personnel are educationally qualified and have adequate police officer and personnel to perform their functions to meet the service needed by the constituents. And they also agree that police officers and personnel work in an atmosphere of cooperation and dynamic personal interrelationships among others and to the community. Ostapovich et. al (2020) believed that the values and motivations



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associated with individual self realization hold the highest significance. The professional activities of criminal police officers are complex and emotionally taxing, often taking place in challenging environments. To succeed in carrying out their duties, police officers need to be psychologically prepared and possess a various crucial traits, abilities, and knowledge.

**Table 4.** Respondents’ Perceptual Assessment of Pasay City Police Station in Terms of Facilities, Supplies, and Equipment

Indicators	Police Officer/ Personnel		Pasay City Resident		Composite Weighted Mean	
	WM	VI	WM	VI	WM	VI
<b>a. The Pasay City Police Station has adequate facilities, supplies and equipment to meet the service needed in the crime prevention control and solution.</b>	3.20	ME	3.12	ME	3.16	ME
<b>b. The available facilities, office supplies and equipment, and other police resources are effectively, and efficiently utilized by the Pasay City Police Station Officer.</b>	3.42	ME	3.84	SE	3.63	SE
<b>c. The facilities and equipment available at the Pasay City Police Station are up to the standards and functioning well.</b>	3.68	SE	3.75	SE	3.72	SE
<b>Overall Mean</b>	<b>3.43</b>	<b>ME</b>	<b>3.57</b>	<b>SE</b>	<b>3.50</b>	<b>SE</b>

As shown in Table 4, all three items describing the facilities, supplies, and equipment namely, (1) the Pasay City Police Station has adequate facilities, supplies and to meet the services needed in the crime prevention control and solution, has a weighted of 3.2 with verbal interpretation to a “moderate extent” ; (2) the available facilities, office supplies and equipment and other police resources are effectively and efficiently utilized by the City Police Officers, with a weight mean of 3.42 interpreted to “moderate extent”; (3) the facilities and equipment available at the Pasay City Police Station are up to standards and functioning well, with a weighted mean of 3.68 with verbal interpretation to “some extent.”

Thus, when the grand mean was computed, the police officers and personnel moderately agree to a “moderately extent” while the Pasay resident with a grand mean was computed the result is 3.57 described and interpreted as to a “some extent”. When the composite weighted mean was computed the grand mean is described and interpreted as to a “some extent” they agree that all facilities, office supplies and equipment are effectively and efficiently utilized to meet the service and the facilities and equipment used by the police officers and personnel are up to date and functioning well.

**Table 5.** Respondents’ Perceptual assessment of Pasay City Police Station in terms of Crime Operations Management

Indicators	Police Officer/ Personnel		Pasay City Resident		Composite Weighted Mean	
	WM	VI	WM	VI	WM	VI
<b>a. The Chief of the Pasay City Police Station and his deputy officers have prepared plans and programs by their</b>	4.46	GE	4.36	SE	4.41	SE



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<b>legal mandate to “Serve and Protect” and the goals of the PNP as an Organization.</b>						
<b>b. The Chief of the Pasay City Police Station with assistance of his deputy officers, see to it that the station is appropriately organized by coordinating the human and material resources and marshaling them to attain the station goals.</b>	4.52	GE	4.40	SE	4.46	SE
<b>c. The Pasay City Police Station is staffed with qualified police officers and personnel to render assistance in its crime operation.</b>	4.36	GE	4.50	GE	4.43	SE
<b>d. The Chief of Police of Pasay City Police Station and his deputy officers lead by good examples and establish the proper atmosphere to influence their subordinated to their best.</b>	4.59	VGE	3.84	SE	4.22	SE
<b>e. The Chief of Police of Pasay City Police Station with assistance of his Deputy Officers have set protocols or guidelines towards crime prevention, reduction and control to ensure that the station moves towards its goals.</b>	4.44	SE	4.25	SE	4.34	SE
<b>Overall Mean</b>	<b>4.47</b>	<b>SE</b>	<b>4.27</b>	<b>SE</b>	<b>4.37</b>	<b>SE</b>

Table 5 presents the Pasay City Police Station in terms of crime operations management as perceived by the two groups of respondents.

As could gleaned from table 5, both groups of respondents perceived to “some extent” the crime operation management as attested by a computed weighted mean on such items as (1) the Chief of Police of the Pasay City Police Station and his Deputy Officers have prepared plans and programs by their legal mandate of “To Serve and Protect” and the goals of the PNP as an organization, 4.46 for Police Officers/Personnel and 4.36 for Pasay City residents indirectly involved in the crime operation management.; (2) the Chief of Police of the Pasay City Police Station by the assistance of his Deputy Police Officers, sees to it that the station is appropriately organized by coordinating the human and material resources and marshaling them to attain the station’s goals, 4.52 and 4.40 weighted means for both Police Officers, and Pasay resident respectively; (3) the Pasay City Police Station is staffed with qualified Police Officers and Personnel to render assistance in its crime operations, 4.36 and 4.50 result of the weighted mean for the groups of respondents; (4) the Chief of Police of Pasay City Police Station and his Deputy Officers lead by good examples and established the proper atmosphere to influence their subordinates to do their best, 4.59 and 3.84 weighted mean for both respondents directly involved and indirectly involved respectively; (5) the Chief of Police Pasay City Police Station with the assistance of his Deputy Officers have set a protocols or guidelines towards crime prevention, reduction and control to ensure that the station moves towards its goals, 4.44 and 4.25 weighted mean respectively for the two groups of respondents.

Thus, in the final analysis, the grand mean of 4.47 describing the Police officers/Personnel directly involved in the crime operation management of the Pasay City Police Station as to a “some extent”. Mendoza et.al.(2021) emphasize that training and mentoring of young officer plays an imperative role



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in selection process. A thorough examination of recruiting procedures is essential to guarantee that the PNP successfully draws in the best applicants who possess the necessary leadership qualities and service-oriented building blocks.

**Significant Difference in the perceptions of the two group respondents in their assessment regarding the organization and operations management on crime prevention, reduction, and control.**

Table 6 presents the results of the t- Test of difference between the perceptions of the two respondents in their assessment regarding the organization and operational management on crime prevention, reduction, and control of the Pasay City Police Station, Sothern Police District.

As shown in Table 6, the overall result of the t-test on the perceptions of the two groups of respondents regarding the organization and operations management of the Pasay City Police Station, Southern Police District of Pasay City, the overall average computed t-value 0.6655, which is a lower than the critical value or tabular value of 1.960 at 05 level of significance with 278 degrees of freedom. Thus, such statistical result was interpreted as not significant. In other words, there is no significant difference between the perceptions of the two groups of respondents in their assessment of the organization and operations management of the Pasay City Police Station, Southern Police District, Pasay City. Consequently, the null hypothesis was accepted.

**Table 6.** Result of t-Test on the Difference between the Respondents' Perceptual Assessments of the Organization and Operations Management on Crime Prevention, Reduction, and Control of the Pasay City Police Station Terms of Variable

Indicators	Mean		Degree of Freedom	Level of Significance	T-Computed Value	T-Critical Value	Description	Decision
	Police Officer/Personnel	Pasay City Resident						
<b>Vision, Mission &amp; Objectives</b>	4.50	4.52	278	0.05	0.417	1.960	Not Significant	Accept the Null Hypothesis
<b>Organizational Structure</b>	4.43	4.48	278	0.05	0.6038	1.960	Not Significant	Accept the Null Hypothesis
<b>Personnel Components, Qualification and Relation</b>	4.40	4.43	278	0.05	0.3405	1.960	Not Significant	Accept the Null Hypothesis
<b>Facilities, Supplies &amp; Equipment</b>	3.68	3.55	278	0.05	1.710	1.960	Not Significant	Accept the Null Hypothesis
<b>Crime Operations Management</b>	4.45	4.47	278	0.05	0.2560	1.960	Not Significant	Accept the Null Hypothesis



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<b>Overall Average</b>	3.412	4.29	278	0.05	0.6655	1.960	Not Significant	Accept the Null Hypothesis
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In the scrutiny of Table 6, t-test value reveal the organization variables describing the Pasay City Police Station was “not significant”, leading to the decision to accept the null hypothesis, which is there is no significant difference between the perceptions of the two group of respondents regarding the organization and operations management on crime prevention, reduction and control of the Pasay City Police Station, Southern Police District, Pasay City in terms of particular organization and operation management variables.

These variables are:

1. **Vision, Mission and Objectives** – the computed t-value obtained was 0.417 which is lesser than the critical value of 1.960 at .05, alpha level of significance with 278 degree of freedom. The description was not significant with a decision to “accept the null hypothesis.
2. **Organization Structure** – the computed t-value obtained was 0.6038 which is lesser than the critical value of 1.960 at .05 alpha level of significance with 278 degree of freedom. The description was not significant with a decision to accept the null hypothesis.
3. **Personnel Components, Qualifications and Relation** – the computed t-value obtained was 0.3405 which is lesser than the critical value of 1.960 at .05, alpha level of significance with 278 degree of freedom. The description was not significant with a decision to accept the null hypothesis.
4. **Facilities, Supplies, and Equipment** – the computed t-value obtained was 1.710 which is lesser than the critical value of 1.960 at .05 alpha level of significance with 278 degree of freedom. The description was “significant with a decision to reject the null hypothesis.
5. **Crime Operation Management** – the computed t-value obtained was 0.2560 which is lesser than the critical value of 1.960 at .05 alpha level of significance with 278 degree of freedom. The description was not significant with a decision to accept the null hypothesis.

Nevertheless, when the overall average of the t-value was computed, the result is 0.6655 which is lesser than the critical value of 1.960 at 0.05 alpha level of significance with 278 degree of freedom. Hence, the overall result was considered not significant. Therefore, the null hypothesis was accepted. In the paper of Johnson, Guerette and Bowers (2015), their review of criminological theory regarding crime displacement they suggest that successful crime reduction interventions often have a positive impact on crime that extends beyond the direct recipients of a particular project. Galabin et.al. (2021) believed that the more the number of PNP initiatives that are put into practice to promote peace and order the lesser the crime rate which also adheres to the importance of promoting peace and order.

## CONCLUSION

In the light of the findings of the study, the following conclusions are drawn: the problems encountered by the Pasay City Police Station are generally funded from the standpoint of personnel needs, facilities, supplies, and equipment, the suggestions offered by the respondent to help solve the problems encountered are specifically geared towards solving the particular problems encountered by the Pasay City Police Station, the Pasay City Police Officers/Personnel will be more effective in solving crime problem if more intelligence officer is dispatch where criminality is rampant.

In the light view of the findings of this paper, it is recommended to improve police efficiency and effectiveness in crime prevention, reduction, and solution and in general, its crime management capability. There is also a need to increase the number of police officers for the Pasay City Police Station



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who are educationally qualified and highly trained on police matters to increase management capability. Further, funds should be allocated to the intelligence unit to monitor criminal activities.

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