COMMUNITY POLICING SYSTEM: A COMMUNITY-BASE EVALUATION OF IMPLEMENTATION

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ABSTRACT: *Community policing is a paradigm shift established at the foundation of community joint venture in building a safe and secure environment for all whereby the people take active part in their own affairs. The law enforcers are not seen as a predicament or strangers whose presence stands for danger but as partners in development and those members of the community are co-producers of justice and quality police service. This fact indicates the need of involving the community, the local government and the police to work together to tackle crime. This study highlights the community policing system in Piat, Cagayan. The respondents were the PNP Personnel and the citizens in the municipality. This study utilizes the input-process-output model in presenting the relationship among variables. The input contains the profile of the PNP police forces and the community residents, the community policing systems and the problems confronted by the PNP in the delivery of their services. The process includes the assessment of the respondents on the community policy system and the output is the level of satisfaction of community residents on the community policing system of the PNP. Findings of the study have revealed that there exists no significant difference in the assessment of the two groups of respondents on the policing system along police visibility and traffic enforcement but there is significant difference in their assessment along police patrol and conduct of symposium and seminars. On the significant difference in the level of satisfaction of community residents on the policing system of the PNP when grouped according to their profile, statistical analysis reveal that there exists significant difference when the respondents are grouped according to age, sex and civil status. In this line, the community should extend its full support and cooperation to the PNP in order to provide the community residents the best service that they deserve.*

KEYWORDS: *policing, community policing system, community evaluation, community satisfaction, law enforcers, resident-respondents*

INTRODUCTION

Community policing is a paradigm shift established at the foundation of community joint venture in building a safe and secure environment for all whereby the people take active part in their own affairs. The law enforcers are not seen as a predicament or strangers

whose presence stands for danger but as partners in development and those members of the community are co-producers of justice and quality police service. This fact indicates the need of involving the community, the local government and the police to work together to tackle crime. This undertaking was first discussed during the birth of modern policing. Attendant to this, when Sir Robert Peel founded London's Metropolitan Police in 1829, the nine Peelian Principles were published to outline how it should work. Peel's principles state that the central mission of the police is "to prevent crime and disorder." They stress that the police need to gain the respect and willing cooperation of the public and warn that use of excessive force is detrimental to this aim. In the early 20th century, the rise of automobiles, telecommunications and suburbanization transformed policing.

Community policing is described as a modern-day policing approach in response to the decline in public confidence in the police and increasing indications that police cannot fight crime by themselves (Skogan, 2006; Virta, 2006 and Fridell, 2004). Accordingly, Fleming (2005) believes that policing requires communal involvement both at individual and organisational level outside with law enforcement and beyond the public sector. Community involvement in community policing is crucial in identifying community issues, addressing public fear of crime and increasing police visibility thus encouraging increased trust in police (Smartt, 2006; Joyce, 2006; Virta, 2006). The prime goal of community policing is to assist the public in establishing and maintaining a safe, orderly social environment. The primary purpose for its inception was to have police engaging with communities to build strong relationships between its members and law enforcers.

Community policing oaths that closer alliances between the police and the community will help reduce citizens' fear of crime, improve police-community relations, and facilitate more effective responses to community problems which are tantamount to the prevention and suppression of crime. Goldstein argues that police officers who work more closely with community members and are granted more autonomy in making decisions, experience more positive feelings toward citizens and higher job satisfaction. There is considerable evidence to support this assertion, but it is still unclear whether this effect is long-term, and

whether it applies to all officers rather than just those selected for community-policing assignments (Wycoff and Skogan).

Community policing also determines community needs thus participation is required to identify problems, assist police to drive the solutions, and maintain community ownership of the issues (The Office of Community Oriented Policing Services, 2007). In relation to this, closer police-community relations will provide the police with greater opportunities for the well delivery of their duties and responsibilities to the community. This idea conveys that with the cooperation and participation of the community members, it would be easy for the police to deter the problems in their particular area of responsibility which they are assigned to protect and serve.

Under community policing, the relationship between citizens and the police is supposed to improve. It does appear that increased cooperation between the police and local residents increases satisfaction with police services on both sides, although this is not universal. However, recent evaluations of community policing suggest that the level of community satisfaction with police services varies according to how it is implemented, and the social characteristics of community members.

One of the promises of community policing is that increased police-community cooperation will facilitate problem solving. Furthermore, several studies suggest that police officers are willing to explore alternatives to law enforcement in order to tackle the underlying causes of community problems. An important element of this process is that the police work closely with other local government and community organizations. As cited by Goldstein (2001), problem-oriented policing places a high value on new responses that are preventive in nature, that are not dependent on the use of criminal justice system, and that engage other public agencies, the community and the private sector when their involvement has the potential foe significantly contributing to the reduction of the problem. Problem-oriented policing carries a commitment to implementing the new strategy, rigorously evaluating its effectiveness, and, subsequently, reporting the results in ways that will benefit other police

agencies and that will ultimately contribute to building a body knowledge that supports the further professionalization of the police.

Implementation issues that have not been identified or resolved can affect the overall success of a community policing initiative. Indeed, a range of barriers to successful implementation could impact on the potential benefits of community policing. Some of the possible consequences of poor implementation include Lack of control, flexibility and tailoring at neighbor hood level; not recognizing the historical lack of trust between police and certain communities; lack of good quality information about crime provided to communities. More specifically, on the side of police officers, they may work independently of the community in identifying and solving problems; training in problem solving and community engagement can be neglected and community police officers may lack performance measures. On the part of the residents/communities, their ambiguity with different values and expectations; agencies promotion of conflicting values; ownership of problems often allocated to police rather than the whole community; low participation being affected by individualism and lack of social capital and limited community voice to the vocal minority. Indeed, Police are still reluctant to share information with the community. Other challenges also emanate from specialized units. As a result, isolation of officers can limit effectiveness while allocation of extra resources to community policing teams and special conditions of work can create internal friction.

The goal of community policing is to reduce crime and disorder by carefully examining the characteristics of problems in neighbor hoods and then applying appropriate problem-solving remedies. The "community" for which a patrol officer is given responsibility should be a small, well-defined geographical area. Beats should be configured in a manner that preserves, as much as possible, the unique geographical and social characteristics of neighbor hoods while still allowing efficient service. Community policing involves communal identification of their security needs, which in return makes the police take up the matter seriously even if the problems they define differ from police priorities (Wycoff, 2008). Community policing also determines community needs thus participation is required to

identify problems, assist police to drive the solutions, and maintain community ownership of the issues (The Office of Community Oriented Policing Services, 2007). Community policing not only assists the stakeholders in identifying problems, but also in prioritising and finding solutions (Carroll Buracker Associates, 2007).

In the United States, the modern movement for community policing began in the 1980s. This came alongside the development of the *"Broken Windows Theory,"* which was introduced by James Q. Wilson and George L. Kelling in 1982. The broken windows theory conveys that the police being the aid in community problems must take an immediate action before it becomes incurable. Community policing was also initiated in South Africa in the early 1990's. It was aimed at democratizing and legitimizing the police.

Community policing is an ideological cult in creating more followers than leaders. The police must then strive to gain the trust of the community to be able to acquire information from them that may help the police in the delivery of their service to the community. Community policing is engaged with solving the crimes that the community is concerned about and solving concerns by working with and gaining support from the community. However, the absence of active participation of the wider members of the community has been an impediment for the community policing to step up. The police on their own cannot effectively prevent and control crime. To ensure the success of Community Policing System, the community must be viewed as the stakeholder. It is true that crime is everybody's business. However, some citizens are not aware of this responsibility. The community must help in eradicating the causes of criminality.

Thus, this study entails how the police community policing system takes its vital role in the deterrence and restraint of crimes.

STATEMENT OF THE PROBLEM

Generally, this study aimed to determine the community policing system of the PNP in Piat, Cagayan. Specifically, it sought to answer the following questions:

1. What is the profile of the police officer-respondents in terms of:

    1.1.   Age

    1.2.   Sex

    1.3.   Civil status

    1.4.   Highest educational attainment

    1.5.   Number of years in the service

    1.6.   Rank

2. What is the profile of the community member-respondents in terms of:

    2.1.   Age

    2.2.   Sex

    2.3.   Civil Status

3. How do Philippine National Police personnel deliver community policing to further suppress and prevent crimes and disorder in terms of:

    3.1.   Police patrol

    3.2.   Police visibility

    3.3.   Traffic enforcement

    3.4.   Conduct of symposium/seminars with the community residents

4. What is the level of satisfaction of community residents on the delivery of services of the Philippine National Police?

5. Is there a significant difference in the assessment of the two groups of respondents on the delivery of community policing?

6. Is there a significant difference in the level of satisfaction of residents in the delivery of services of the Philippine National Police when grouped according to their profile?

7. What are the problems and conditions of the Philippine National Police in the delivery of their services?

HYPOTHESES:

In the light of the aims of this study, it posts the following hypotheses to guide the direction of this study, to wit:

1. There is no significant difference in the assessment of the two groups of respondents in the delivery of the community policing system of the PNP.

2. There is no significant difference in the level of satisfaction of community residents when grouped according to their profile.

METHODOLOGY

This study utilized the descriptive correlational research design. This design described the profile of the respondents who are the Philippine National Police personnel and members of the community and the community policing in Piat, Cagayan. It also looked into the relationship between the variables under study. This study used as the primary of source of data the police officers and the members of the community in the Municipality. Total enumeration was used in taking the samples for the Philippine National Police while random sampling was used in taking samples among community residents.

DATA GATHERING INSTRUMENTS

This study used as the main tool in gathering the needed data was the questionnaire. The questionnaire consists of four parts. Part I spawn data on the profile of the respondents; Part II elicited information on how Philippine National Police Personnel deliver community policing to further suppress and prevent crimes and disorder in terms of police patrol, police visibility, traffic enforcement and conduct of symposium/seminars with the community residents; Part III on the level of satisfaction of community residents on the delivery of services of the Philippine National Police and the last part on the problems confronted by the Philippine National Police in the delivery of their services. Informal interview was likewise conducted to supplement and validate the responses given in the questionnaire.

STATISTICAL TREATMENT

The data were tabulated and analysed using frequency counts and percentages. The assessment of the respondents on the policing system was analysed using the 3-point Likert Scale as follows:

3 – always

2 – sometimes

1 – never

To analyze the difference in the perception of the respondents in the delivery of services by the PNP, the T-test was used. The Pearson Product Moment Correlation was used to determine the relationship between the levels of satisfaction of respondents on the PNP services when grouped according to their profile.

RESULTS AND DISCUSSIONS

Table 1. Frequency and percentage distribution of the police officer-respondents according to age

Age	Frequency	Percentage
25-30	2	5.90
31-35	14	41.20
36-40	9	26.50
41-45	4	11.80
46-50	1	2.90
51-55	4	11.80
Total	**34**	**100.00**
Mean Age =36.97 SD =6.80		

Table 1 reflects the frequency and percentage distribution of respondents according to age. As gleaned from the table, most of the respondents (14 or 41.20 percent) are within the age bracket 31-35 followed by 9 respondents at 36 to 40 years of age. The youngest among the respondents are within the age bracket 25-30 years of age while the eldest are within the age bracket 51-55 years old. The mean age of 36.97 further indicates the police force of Piat is relatively young which further implies that the respondents are still in the age of idealism and enthusiasm in the performance of their police work.

Table 2. Frequency and percentage distribution of the police officer-respondents according to sex

Sex	Frequency	Percentage
Male	19	55.90
Female	15	44.10
Total	**34**	**100.00**

Results in Table 2 reflect the frequency and percentage distribution of respondents according to sex. As reflected in the data, the organization has a greater number of male officers which implies that the profession is still a male domain profession.

Table 3. Frequency and percentage distribution of the police officer-respondents according to civil status

Civil Status	Frequency	Percentage
Married	33	97.05
Single	1	2.95
Total	**34**	**100.00**

As gleaned from the table, only one respondent is single. This data showed that the police officer-respondents are already performing functions as heads of family aside from performing the functions of a police enforcers.

Table 4. Frequency and percentage distribution of the police officer-respondents according to educational attainment

Educational Attainment	Frequency	Percentage
College graduate	34	100.00
Total	**34**	**100.00**

With the move to professionalize the police organization, entrants to the organization must at least a degree holder as a basic requirement, a justification that all of the respondents are college degree holders.

Table 5. Frequency and percentage distribution of the police officer-respondents according to their number of years in service

Number of years in service	Frequency	Percentage
0-5	3	9.40
6-10	11	34.40
11-15	8	25.00
16-20	5	15.60
21-25	3	9.40
26-30	3	9.10
31-35	1	3.10
Total	**34**	**100.00**
Mean = 12.16 SD = 6.60		

As reflected in table 5, most of the police officers have been in the service from 6-10 years with a frequency of 11 or 34.40 percent and with a mean number of years in service of 12.16. This data imply that the respondents have been in the service for a quite some time and that professionalism and service has an evidence of this number of years of service.

Table 6. Frequency and percentage distribution of the police officer-respondents according to rank

Rank	Frequency	Percentage
PO1	4	11.80
PO2	4	11.80
PO3	10	29.40
SPO1	6	17.60
SPO2	4	11.80
SPO3	3	8.80
SPO4	3	8.80
Total	34	100.00

As shown from the table, majority of the respondents are PO3 with a frequency of 10 or 29.40 percent. This data is in consonance with the number of years that they have been in the service and that promotion to a higher could have been due to the system that implemented within the organization.

Table 7. Frequency and percentage distribution of resident-respondents according to age

Age	Frequency	Percentage
15-20	5	8.30
21-25	7	11.70
26-30	12	20.00
3-35	7	11.70
36-40	6	10.0
41-45	4	6.70
46-50	9	15.0
51-55	2	3.30
56-60	7	11.70
61-65	1	1.70
Total	**60**	**100.00**
Mean age=36.13 SD=12.19		

Table 7 showed the frequency and percentage distribution of community residents according to age. The highest frequency of 12 or 20.00 percent belonged to the age bracket 26-30 years old with a mean age of 36.13. The data imply that the resident-respondents are predominantly young and they are still in mid-adulthood stage which further implies they are still capable of participating in the different activities that may be initiated by the law enforcers within their community.

Table 8. Frequency and percentage distribution of the resident-respondents according to sex

Sex	Frequency	Percentage
Male	15	25.00
Female	45	75.00
Total	**60**	**100.00**

The data revealed that majority of the respondents are female with a frequency of 45 or 75.00 percent. This implies that the women in the community are no longer left behind when it comes to empowering the citizens in their involvement in the activities of the community.

Table 9. Frequency and percentage distribution of the resident-respondents according to civil status

Civil Status	Frequency	Percentage
Single	17	28.30
Married	41	68.30
Widow	2	3.40
Total	**60**	**100.00**

The data revealed that 41 or 68.30 percent of the resident-respondents are married which implies that maintaining a safe and peaceful community is the most precious gift they can give to their children.

Table 10. Assessment of the Two Groups of Respondents on the Community Policing System

Policing System	Philippine National Police		Community Residents	
POLICE PATROL	Weighted Mean	Adj. Value	Weighted Mean	Adj. Value
PNP personnel conducts regular patrol day and night	3.0	Always	2.18	Sometimes
Monitoring suspicious and unusual activity	2.91	Always	2.67	Always
PNP personnel uses foot patrol	2.94	Always	2.58	Always
PNP personnel responds to calls for assistance or investigation	3.00	Always	2.75	Always
PNP personnel investigates suspicious abandoned vehicles, houses and establishments	3.00	Always	2.60	Always
POLICE VISIBILITY				
The PNP are visible at all times	2.94	Always	2.73	Always
The PNP wears proper police uniform during the conduct of police visibility	2.97	Always	2.82	Always
PNP personnel conducts police visibility in hotspot area	2.82	Always	2.73	Always
TRAFFIC ENFORCEMENT				
PNP personnel promotes traffic safety through education and enforcement	3.00	Always	2.73	Always
PNP personnel identifies accident prone areas, analyse data and apply problem solving techniques in the resolution of traffic problem	2.94	Always	2.82	Always
Investigates, clear and charge traffic accident cases	3.00	Always	2.77	Always
CONDUCT OF SYMPOSIUM/SEMINAR				
PNP personnel conducts annual seminar with regards to crime prevention program	3.00	Always	2.70	Always
PNP personnel conducts seminar regarding the anti-drug campaign at least four times a year	2.94	Always	2.82	Always
PNP personnel holds symposium on community awareness on community policing	2.94	Always	2.72	Always
OVERALL MEAN	**2.95**	**ALWAYS**	**2.68**	**ALWAYS**

Table 10 reflects the policing system of the PNP as assessed by themselves and the community residents. As reflected in the table, the PNP always conduct police patrol, police visibility, traffic enforcement and symposium and seminars with an overall mean of 2.95. On the other hand, the community residents have the same assessment with an overall weighted mean of 2.68 or an adjectival value of "always." This data imply that the activities conducted by the PNP are being felt by the community as regards its consistency and implementation as revealed in the data.

Table 11. Level of satisfaction of community residents on the community policing system of the PNP

Policing System	Community residents	
POLICE PATROL	Weighted Mean	Adj. Value
PNP personnel conducts regular patrol day and night	4.00	VS
Monitoring suspicious and unusual activity	3.82	S
PNP personnel uses foot patrol	3.73	S
PNP personnel responds to calls for assistance or investigation	4.05	VS
PNP personnel investigates suspicious abandoned vehicles, houses and establishments	4.02	VS
POLICE VISIBILITY		
The PNP are visible at all times	4.03	VS
The PNP wears proper police uniform during the conduct of police visibility	4.08	VS
PNP personnel conducts police visibility in hotspot area	4.03	VS
TRAFFIC ENFORCEMENT		
PNP personnel promotes traffic safety through education and enforcement	3.00	S
PNP personnel identifies accident prone areas, analyse data and apply problem solving techniques in the resolution of traffic problem	2.94	S
Investigates, clear and charge traffic accident cases	3.00	S
Investigates, clear and charge traffic accident cases	4.08	VS
CONDUCT OF SYMPOSIUM/SEMINAR		
PNP personnel conducts annual seminar with regards to crime prevention program	3.00	S
PNP personnel conducts seminar regarding the anti-drug campaign at least four times a year	2.94	S
PNP personnel holds symposium on community awareness on community policing	2.94	S
OVERALL MEAN	3.37	S

Legend: VS – very satisfied   S – satisfied

Along police patrol, community residents are very satisfied in the conduct of police patrol day and night with a weighted mean of 4.00. Similar result was found on the satisfaction of the community residents on the call for assistance for investigation and the investigation conducted by the PNP on suspicious abandoned vehicles, houses and establishments with corresponding weighted means of 4.05 and 4.02. In terms of police visibility, the community residents are very satisfied but most of them are satisfied in the conduct of traffic enforcement and very satisfied in the process of investigating traffic accident cases with a weighted mean of 4.08. Generally, the community residents are satisfied on the community policing along police patrol, police visibility, traffic enforcement, and conduct of symposium and seminars with an overall mean of 3.37.These data imply that strict implementation of the different police systems and duties are being administered to the latter as evidenced by the satisfaction rating given by the residents on the police policing and other related activities.

Table 12. Difference in the assessment between the PNP personnel and the community residents on the community policing system

Policing System	t-value	p-value	Decision
Police patrol	4.62	.0001	Significant
Police visibility	-20.03	.0231	Not significant
Traffic enforcement	0.00	1.00	Not significant
Conduct of symposium /seminars	3.08	.0030	Significant

On the comparison in the assessment between the PNP and the community residents, statistical analysis reveals that there exists a significant difference between their assessment along police patrol and conduct of symposium and seminars with t-values of 4.62 and 3.08 respectively while no significant difference along police visibility and traffic enforcement. This implies that the PNP assessed themselves higher in terms of police patrol and conduct of symposium and seminar but have the same assessment with the community residents in terms of police visibility and traffic enforcement.

Table 13. Difference in the level of satisfaction of community residents on community policing along police patrol when grouped according to age

Source	SS	Df	MS	F	p-value
Treatment	8,184.01	1	8,184.008	90.38	2.95E-16
Error	10,685.12	118	90.552		
Total	18,869.13	119			

On the level of satisfaction of the respondents along police patrol when grouped according to age, analysis of variance reveals that there exists significant difference. This implies that older respondents are more satisfied of the police patrol than younger ones.

Table 14. Difference in the level of satisfaction of community residents on community policing along police visibility when grouped according to age

Source	SS	Df	MS	F	p-value
Treatment	20,698.13	1	20698.133	244.14	1.64E-30
Error	10,003.87	118	84.779		
Total	30,702.00	119			

When grouped according to age, their level of satisfaction on police visibility shows significant difference with F-value computed of 244.14, which is higher than 1.64E-30. This means that the older you are the more satisfied you are in the policing system along police visibility.

Table 15. Difference in the level of satisfaction of community residents on community policing along traffic enforcement when grouped according to age

Source	SS	Df	MS	F	p-value
Treatment	17232.03	1	17232.033	199.80	3.78E-27
Error	10,177.27	118	86.248		
Total	27,409.30	119			

Analysis of variance reveals significant difference among respondents in terms of their level of satisfaction on community policing along traffic enforcement when grouped according to age. Again older persons have better satisfaction than younger ones.

Table 16. Difference in the level of satisfaction of community residents on community policing along the conduct of symposium/seminar when grouped according to age

Source	SS	Df	MS	F	p-value
Treatment	17,208.80	1	17208.075	198.61	473E-27
Error	10,223.92	118	86.643		
Total	27431.99	119			

In the conduct of symposium/seminars, community residents differ significantly in their level of satisfaction when grouped according to age. This means that older persons are better satisfied of the conduct of seminars and symposium than younger ones.

Table 17. Difference in the level of satisfaction of community residents on community policing along police patrol when grouped according to sex

Source	SS	Df	MS	F	p-value
Treatment	3,255.21	1	3,255/208	1017.30	7.55E-60
Error	377.58	118	3.200		
	3632.79				

Table 18. Difference in the level of satisfaction of community residents on community policing along police visibility when grouped according to sex

Source	SS	Df	MS	F	p-value
Treatment	1976.41	1	1976.408	1142.19	1.59E-62
Error	204.18	118	1.730		
Total	2180	119			

Table 19. Difference in the level of satisfaction of community residents on community policing along traffic enforcement when grouped according to sex

Source	SS	Df	MS	F	p-value
Treatment	3255.21	1	3255.208	1017.30	7.55E-60
Error	377.58	118	3.200		
Total	3632.78	119			

Table 20. Difference in the level of satisfaction of community residents on community policing along the conduct of symposium/seminar when grouped according to sex

Source	SS	Df	MS	F	p-value
Treatment	3265.63	1	3265.633	908.33	2.93E-57
Error	424.23	118	3.595		
Total	3.689	119			

Table 21. Difference in the level of satisfaction of community residents on community policing along police patrol when grouped according to civil status

Source	SS	Df	MS	F	p-value
Treatment	9576.53	1	9576.533	1270.51	5.18-E-65
Error	889.43	118	7.538		
Total	10465. 96	119			

Table 22. Difference in the level of satisfaction of community residents on community policing along police visibility when grouped according to civil status

Source	SS	Df	MS	F	p-value
Treatment	1976.41	1	1976.408	1120.24	4.49E-62
Error	204.18	118	1.730		
Total	2180	119			

Table 23. Difference in the level of satisfaction of community residents on community policing along traffic enforcement when grouped according to civil status

Source	SS	Df	MS	F	p-value
Treatment	3255.21	1	3255.208	1017.30	7.55E-60
Error	208.18	118	1.764		
Total	2.184.59	119			

Table 24. Difference in the level of satisfaction of community residents on community policing along the conduct of symposium/seminar when grouped according to civil status

Source	SS	Df	MS	F	p-value
Treatment	3265.63	1	3265.533	899.85	4.78E-57
Error	428.3	118	3.629		
Total	3693.87	119			

Tables 17- 24 reflect the analysis on the difference in the level of satisfaction of community residents on the community policing along police patrol, police visibility, traffic enforcement and conduct of symposium /seminar when grouped according to sex and civil status. Statistical analysis reveals significant difference among respondents when grouped according to sex and civil status in all policing systems.

CONCLUSIONS

From the above findings, the following conclusions are drawn:

1. Members of the PNP Piat are young and college graduates.

2. The PNP forces are active as they always perform policing in the community to safeguard the community residents.

3. The satisfaction of the community residents to the policing system of the PNP indicates that PNP Piat is performing its functions well.

RECOMMENDATIONS

From the above findings and conclusions, the following are recommended:

1. The community should extend its full support and cooperation to the enforcers f the Philippine National Police to provide a better delivery of the service that they deserve

2. The law enforcers of the Philippine National Police should uphold and maintain its community policing functions to maintain peace and order in the community.

3. A sustainable and strong partnership between the law enforcers and the community residents should be maintained in order to have a strong coordination on these activities.

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