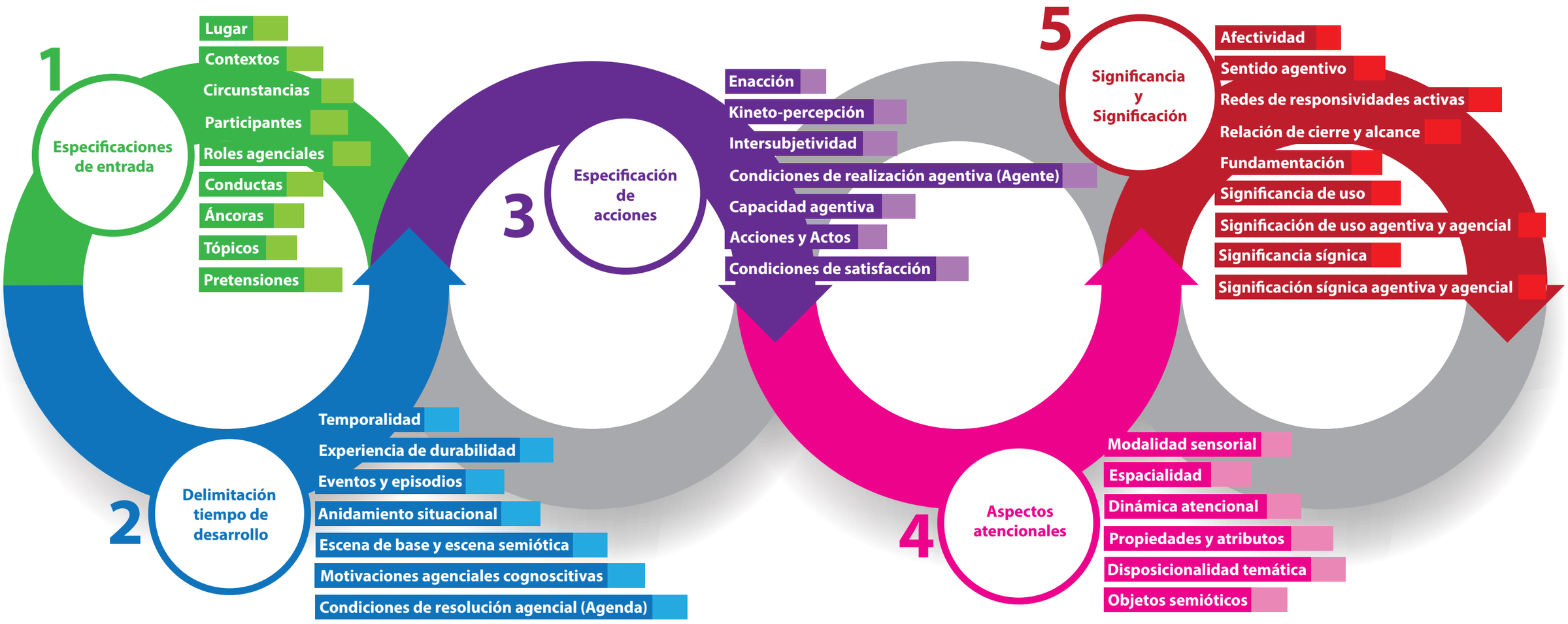Factores generales de observación