



**JOHN B. LACSON FOUNDATION MARITIME UNIVERSITY  
(Molo), Inc.  
(formerly Iloilo Maritime Academy)  
M.H Del Pilar St. Molo, Iloilo City  
COLLEGE OF BUSINESS**



**CHALLENGES FACED BY NCR-BASED  
CUSTOMS BROKERAGE IN WORLD CRISIS : COVID-19 PANDEMIC**

**A Research Paper Presented to the  
Faculty Members of the College of Business  
John B. Lacson Foundation Maritime University-Molo, Inc.  
Iloilo City**

**In Partial Fulfillment  
of the Requirements in Business Research**

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**January, 2021**



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Agregado, S.A., Almario, R.B., Balico, R.P., Magarzo, J.P., Padilla, K.P., Segobre, K.G., Taclobos, K.A., Tampos, J.G., Uriarte, C.P., "*Challenges Faced by NCR-base Customs Brokerage in World Crisis: COVID-19 Pandemic*"  
Unpublished Research Paper. John B. Lacson Foundation Maritime University-Molo, Inc., January, 2021.

*Abstract*

The purpose of this study was to determine the challenges faced by NCR-based customs brokerage in world crisis: COVID-19 . The data of this descriptive research were gathered with the use of an e-questionnaire designed by the researchers. The respondents of this study were 20 accredited customs brokers representing their respective customs brokerage firm conveniently selected. The researchers used mixed method following the pragmatist world view and thematic analysis to better analyze the respondents' answers. The findings revealed that difficulty in releasing of shipments, employee's difficulties in rendering service, disruption in external service provider, low income that results to lay-offs, are the challenges the customs brokerage have encountered brought by the COVID-19 pandemic.