



2023 First Quarter (January – March)

The NCC Report on Broadcasting Supervision

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media, which is one of its primary responsibilities. This report is not only an analysis of public complaints about broadcasting content and business operations, but is also a record of violations against broadcasting regulations. The aim of this report is to deepen public understanding of the status of broadcasting supervision, as well as allow participation in the supervision of radio and television media.

The NCC regulates broadcasting media according to the *Radio and Television Act*, the *Satellite Broadcasting Act*, as well as other related regulations. The Broadcasting Television Content Complaints Website was established by the NCC to serve the viewing and listening public and the communications enterprises as a new channel for the public to easily voice their opinions toward broadcasting content, monitor case progress, and communicate with the NCC. The NCC seeks comments from diverse perspectives, encourages public oversight of broadcasting content, and urges communications enterprises to incorporate public input into program production as reference. Furthermore, in order to create a policy-governing environment that holds the media active, self-regulatory, and accountable, the NCC enhanced the mechanism for broadcasting complaints and revolutionized the complaints processing procedure. Since December 11, 2017, certain cases have been transferred directly to the operators for processing. By doing so, the NCC expects the complaints website to become a platform that facilitates communication between citizens and media.

This report shows only a statistical summary of complaints regarding radio and TV media. It does not necessarily mean that the related programs or broadcasting businesses mentioned herein violated relevant regulations. The report is presented in three sections—*Broadcasting Complaints Overview*, *Major Television Complaints*, and *Punitive Measures undertaken by the NCC* in the first quarter of 2023 (January – March).

◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio¹ compiled by the NCC and categorized by media type during the first quarter of 2023 (January to March), 243 complaints² were made in total: 214 against television (88.07%) and 29 against radio (11.93%). Please see Figure 1.

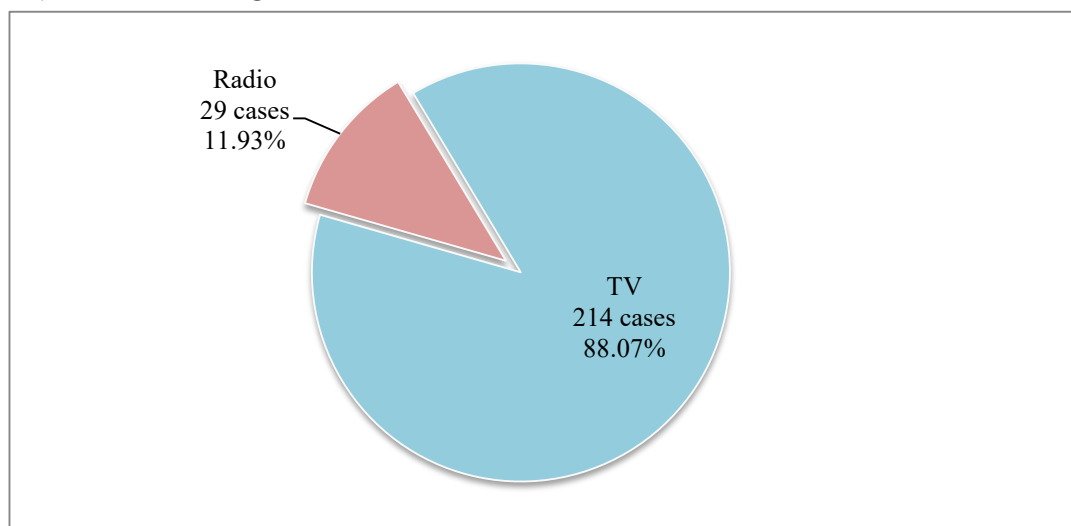


Figure 1: Public complaints by media type (Q1 2023; 243 cases)

Table 1 shows that of the total 243 complaints, 158 cases (65.02%) and 38 cases (15.64%) were submitted by males and females respectively; another 47 cases (19.34%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q1 2023)				
	Male	Female	Unspecified	Total
TV	139	33	42	214
Radio	19	5	5	29
Total	158	38	47	243
Percentage	65.02%	15.64%	19.34%	100%

¹All percentages have been rounded to the second decimal place and thus may not add up to exactly 100%.

²32 cases unrelated to TV and radio were excluded.

Figure 2 shows that 149 complaints (61.32%) were made through the NCC’s Broadcasting Content Complaints Website, while 94 cases (38.68%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

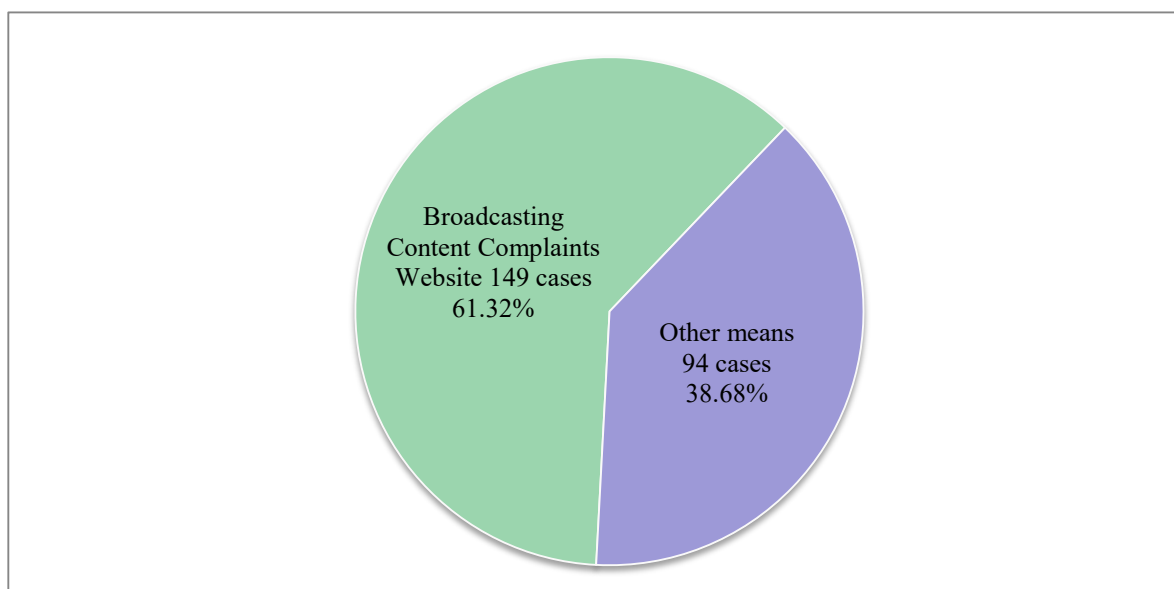


Figure 2: Means of filing public complaints (Q1 2023; 243 cases)

Table 2 shows that 211 (86.83%) of the 243 complaints against TV and radio pertained to inappropriate content, while 32 (13.17%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “violations of the principle of the verification of facts” with 38 complaints (15.64%), followed by “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)” with 30 complaints (12.35%), and complaints about “disrupting public order or adversely affecting good social customs” with 25 complaints (10.29%), “lack of distinction between programs and commercials” with 24 complaints (9.88%), and “violation of laws and regulations promulgated by other government authorities” with 22 complaints (9.05%). The total number of these top five types of complaints amounted to 139, accounting for 57.21% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories:

Table 2: Public complaints by category of inappropriate contents and operations (Q1 2023)			
Category		Cases	Percentage
Contents	Violations of the principle of the verification of facts	38	15.64%
	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	30	12.35%
	Disrupting public order or adversely affecting good social customs	25	10.29%

	Lack of distinction between programs and commercials ³	24	9.88%
	Violation of laws and regulations promulgated by other government authorities	22	9.05%
	Contents harmful to the physical or psychological well-being of children and youths	13	5.35%
	Suggestions on the operations of NCC	11	4.53%
	Violations of the principle of objectivity	9	3.71%
	Commercial violations (including broadcasting time, length, and content)	8	3.29%
	Protection of stakeholders' rights	7	2.88%
	Comments on the overall broadcasting environment	7	2.88%
	Regulations/information inquiries	4	1.65%
	Inappropriate program ratings	3	1.23%
	Discrimination issues	3	1.23%
	Inappropriate commercial contents or scheduling (including exaggerated claims on food, drug, and cosmetic items)	2	0.82%
	Contents or wording of certain channels/stations, programs, or commercials	2	0.82%
	Illicit disclosure of personal data	2	0.82%
	Issues concerning program planning/production/broadcast scheduling (including reruns)	1	0.41%
	Subtotal	211	86.83%
Operations	Technical issues related to sounds, images, and signals	16	6.58%
	Issues concerning information disclosure by broadcasting business	4	1.65%
	Customer service issues	4	1.65%
	Non-compliant ratio of language use in radio stations	2	0.82%
	Other issues related to NCC operations	6	2.47%
	Subtotal	32	13.17%
Total		243	100.00%

With regards to the 243 public complaints pertaining to radio and television broadcasting content, Figure 3 shows that out of the 188 complaints about the content of television programs, the majority involved “comments/consultation/suggestions,” with 49 cases (26.06%), followed by 38 cases (20.21%) concerning “news reports,” 37 cases (19.68%) concerning “political talk shows,” 27 cases (14.36%) concerning “commercials,” 14 cases (7.45%) concerning “dramas and animations,” 11 cases (5.85%) concerning

³ This includes the lack of distinction between programs and commercials in television contents and, to a lesser degree, in radio contents.

“infomercial programs,” and 12 cases (6.38%) concerning “programs of other types⁴.”

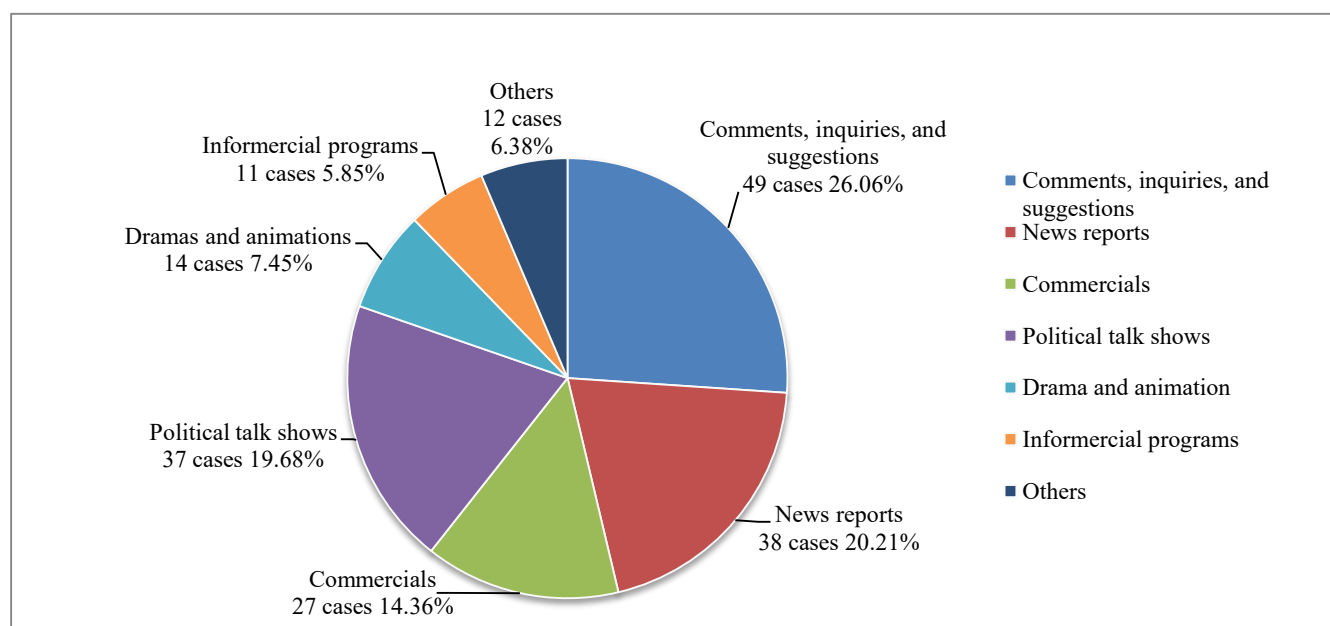
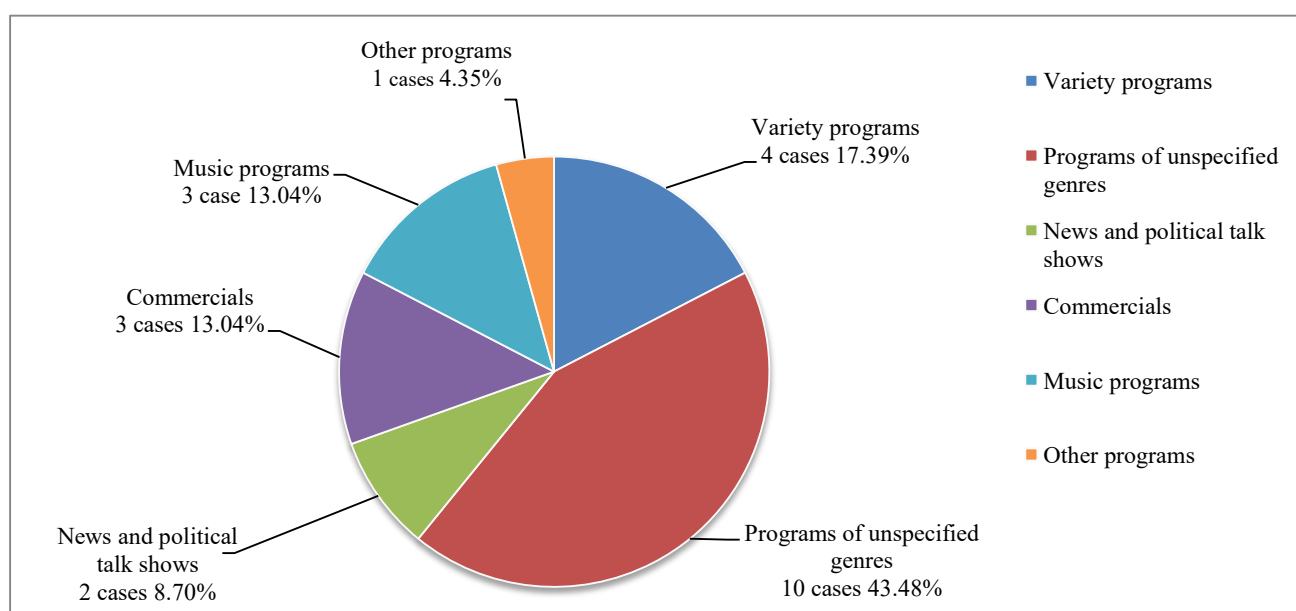


Figure 3: TV complaints by program types (Q1 2023; 188 cases)

Of the 23 complaints against radio, the majority were about “programs of unspecified genres” with 10 cases (43.48%). There were also 4 cases (17.39%) on “variety programs,” 3 cases (13.04%) on “music programs,” 3 cases (13.04%) on “commercials,” 2 cases (8.70%) on “news and political talk shows,” and 1 case (4.35%) on “other programs.” Please refer to Figure 4:



⁴ “Programs of other types” include “financial programs” (4 cases), “variety programs” (3 cases), “general talk shows” (2 cases), “children’s programs” (2 cases), and “sports programs” (1 case).

Figure 4: Radio complaints by program types (Q1 2023; 23 cases)

◆Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q1 2023 (January to March) were in the categories of “comments, inquiries, and suggestions” and “news reports.”

An analysis of the 49 complaints in the category of “comments, inquiries, and suggestions” shows that “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)” were the most common with 30 cases (61.23%), followed by 8 cases (16.33%) of “suggestions on the NCC’s operations,” 6 cases (12.24%) of “violation of laws and regulations promulgated by other government authorities,” 4 cases (8.16%) of “regulations/information inquiries,” and 1 (2.04%) “comment on the overall broadcasting environment.” See Table 3 for more details:

Table 3: Public complaints that express comments, inquiries, and suggestions by complaint category (Q1 2023)			
Category	Inappropriate content category	Cases	Percentage
Comments, inquiries, and suggestions	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	30	61.23%
	Suggestions on the NCC’s operations	8	16.33%
	Violation of laws and regulations promulgated by other government authorities	6	12.24%
	Regulations/information inquiries	4	8.16%
	Comments on the overall broadcasting environment	1	2.04%
Total		49	100%

An analysis of the 38 complaints against the genre of “news reports” shows that “violations of the principle of the verification of facts” were the most common with 14 cases (36.84%), followed by 9 cases (23.68%) of “violations of the principle of objectivity,” 5 cases (13.16%) of “lack of distinction between programs and commercials,” and 10 cases (26.32%) of “other issues related to NCC operations.” See Table 4 for more details:

Table 4: Public complaints about news reports by complaint category (Q1 2023)

Genre	Inappropriate content category	Cases	Percentage
News reports	Violations of the principle of the verification of facts	14	36.84%
	Violations of the principle of objectivity	9	23.68%
	Lack of distinction between programs and commercials	5	13.16%
	Other issues ⁵	10	26.32%
Total		38	100%

During the first quarter of 2023 (January to March), the NCC did not receive 10 or more complaints that were filed against the same channel, time slot, or program, nor was there a surge of complaints against any certain program. In order to urge the media to carry out their responsibility as public instruments, gain a better understanding of the performance of broadcasting programs and news reports, facilitate external oversight by informing the public, promote self-regulation in the media, and thereby enhance the credibility of television media, the NCC oversees the regulation of radio and television media and processes public complaints in accordance with the law. Upon receipt of complaints, the NCC shall review the content in question and handle these complaints in accordance with the law and administrative procedure so as to address issues of public concerns.

⁵ Other issues include “violation of laws and regulations promulgated by other government authorities” (3 cases), “safeguarding the rights of stakeholders” (2 cases), “disrupting public order or adversely affecting good social customs” (2 cases), “contents harmful to the physical or psychological well-being of children and youths” (2 cases), and “illicit disclosure of personal data” (1 case).