



2023 NCC Second Quarter (April – June)

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 second quarter of 2023 (April – June).

◆ 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 second quarter of 2023 (April to June), 280 complaints were made in total: 257 against television (91.79%) and 23 against radio (8.21%). Please see Figure 1.

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

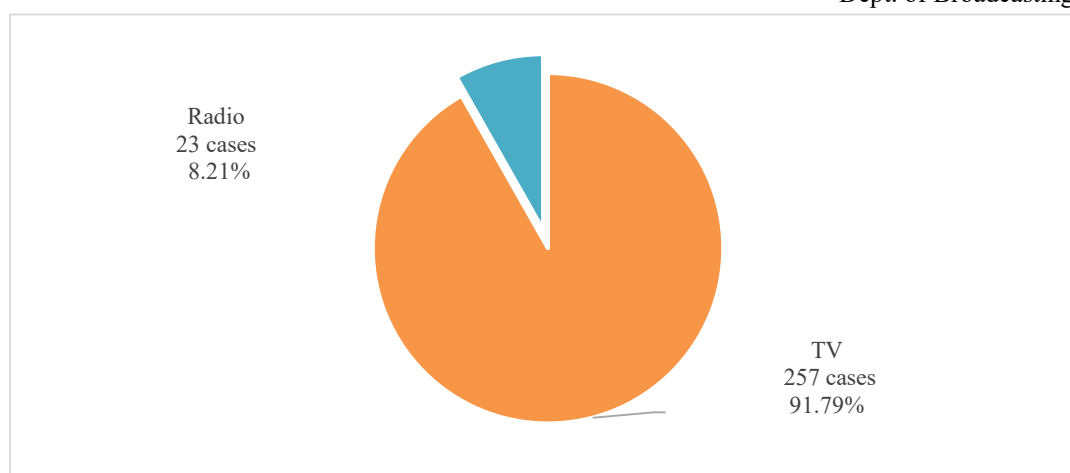


Figure 1: Public complaints by media type (Q2 2023; 280 cases)

Table 1 shows that of the total 280 complaints, 180 cases (64.29%) and 58 cases (20.71%) were submitted by males and females respectively; another 42 cases (15.00%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q2 2023)				
	Male	Female	Unspecified	Total
TV	166	53	38	257
Radio	14	5	4	23
Total	180	58	42	280
Percentage	64.29%	20.71%	15.00%	100%

Figure 2 shows that 152 complaints (54.29%) were made through the NCC's Broadcasting Content Complaints Website, while 128 cases (45.71%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

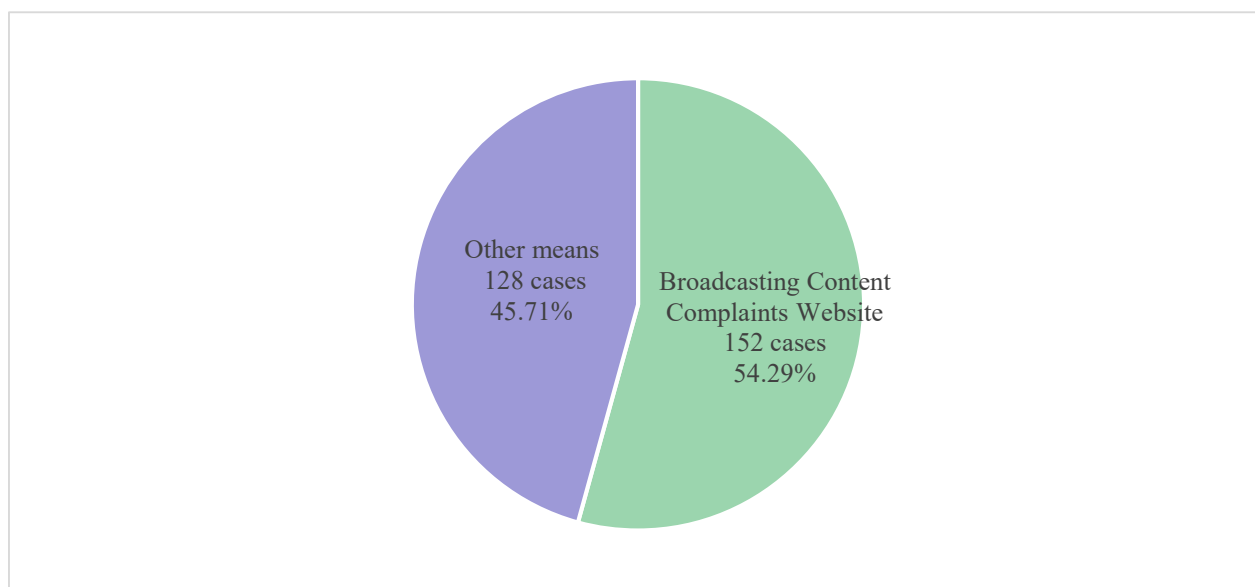


Figure 2: Means of filing public complaints (Q2 2023; 280 cases)

Table 2 shows that 275 (98.21%) of the 280 complaints against TV and radio pertained to inappropriate content, while 5 (1.79%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “disrupting public order or adversely affecting good social customs” with 50 complaints (17.86%), followed by “violations of the principle of the verification of facts” with 41 complaints (14.64%), and “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)” with 30 complaints (10.71%), “violation of laws and regulations promulgated by other government authorities” with 22 complaints (7.86%), and “contents harmful to the physical or psychological well-being of children and youths” with 20 complaints (7.14%). The total number of these top five types of complaints amounted to 163, accounting for 58.21% 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 (Q2 2023)			
Category		Cases	Percentage
Contents	Disrupting public order or adversely affecting good social customs	50	17.86%
	Violations of the principle of the verification of facts	41	14.64%
	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	30	10.71%

	Violation of laws and regulations promulgated by other government authorities	22	7.86%
	Contents harmful to the physical or psychological well-being of children and youths	20	7.14%
	Contents or wording of certain channels/stations, programs, or commercials	19	6.79%
	Lack of distinction between programs and commercials	18	6.43%
	Illicit disclosure of personal data	16	5.71%
	Suggestions on the operations of NCC	12	4.29%
	Inappropriate program ratings	12	4.29%
	Commercial violations (including broadcasting time, length, and content)	10	3.57%
	Discrimination issues	6	2.14%
	Violations of the principle of objectivity	6	2.14%
	Protection of stakeholders' rights	5	1.79%
	Issues concerning program planning/production/broadcast scheduling (including reruns)	3	1.07%
	Regulations/information inquiries	2	0.71%
	Crawling text misuse	2	0.71%
	Technical issues related to sounds, images, and signals	1	0.36%
	Subtotal	275	98.21%
Operations	Other issues related to NCC operations	3	1.07%
	Technical issues related to sounds, images, and signals	2	0.71%
	Subtotal	5	1.79%
Total		280	100%

With regards to the 275 public complaints pertaining to radio and television broadcasting content, Figure 3 shows that out of the 252 complaints about television programs, the majority involved “comments/consultation/suggestions,” with 67 cases (26.59%), followed by 66 cases (26.19%) concerning “political talk shows,” 53 cases (21.03%) concerning “news reports,” 28 cases (11.11%) concerning “dramas and animations,” 19 cases (7.54%) concerning “commercials,” and 19 cases (7.54%) concerning “programs of other types².”

² “Programs of other types” include “variety programs” (10 cases), “informercial programs” (5 cases), “children’s programs” (2 cases), and “religious programs” (2 cases).

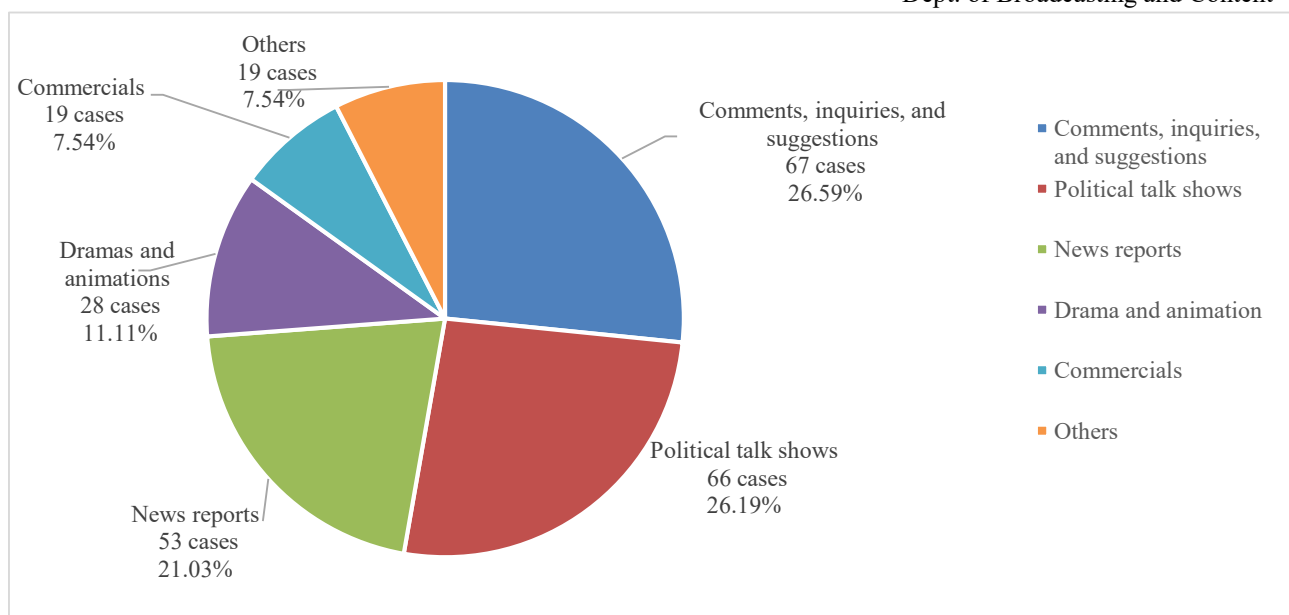


Figure 3: TV complaints by program types (Q2 2023; 252 cases)

Of the 23 complaints against radio, the majority were about “variety programs” with 11 cases (47.83%). There were also 6 cases (26.09%) on “programs of unspecified genres”, 3 cases (13.04%) on “commercials,” and 3 cases (13.04%) on “music programs.” Please refer to Figure 4:

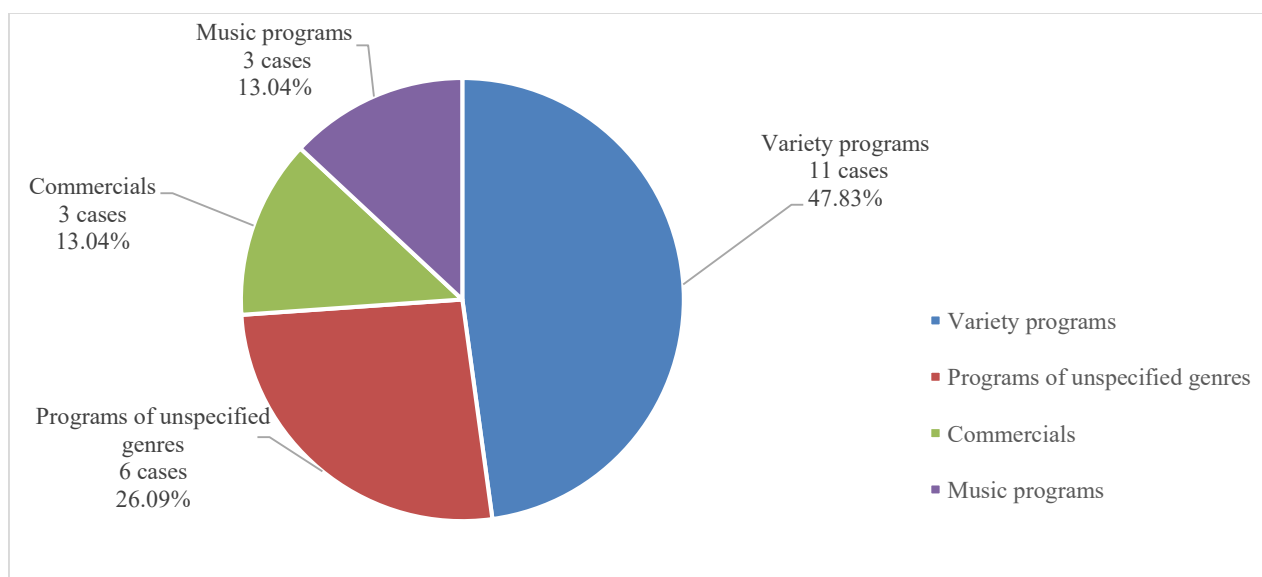


Figure 4: Radio complaints by program types (Q2 2023; 23 cases)

◆Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q2 2023 (April to June) were in the categories of “comments, inquiries, and suggestions” and “political talk shows.”

An analysis of the 67 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 28 cases (41.79%), followed by 12 cases (17.91%) of opinions on the “contents or wording of certain channels/stations, programs, or commercials,” 9 cases (13.43%) of “suggestions on the NCC’s operations,” 8 cases (11.94%) of “violation of laws and regulations promulgated by other government authorities,” 2 cases (2.99%) of “regulations/information inquiries,” 2 cases (2.99%) of “issues concerning program planning/production/broadcast scheduling (including reruns),” 2 cases (2.99%) of “violations of the principle of the verification of facts,” 1 case (1.49%) of “lack of distinction between programs and commercials,” 1 case (1.49%) of “commercial violations (including broadcasting time, length, and content),” 1 case (1.49%) of “technical issues related to sounds, images, and signals,” and 1 case (1.49%) of “disrupting public order or adversely affecting good social customs.” See Table 3 for more details:

Table 3: Public complaints that express comments, inquiries, and suggestions by complaint category (Q2 2023)			
Genre	Inappropriate content category	Cases	Percentage
Comments, inquiries, and suggestions	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	28	41.79%
	Contents or wording of certain channels/stations, programs, or commercials	12	17.91%
	Suggestions on the NCC’s operations	9	13.43%
	Violation of laws and regulations promulgated by other government authorities	8	11.94%
	Regulations/information inquiries	2	2.99%
	Issues concerning program planning/production/broadcast scheduling (including reruns)	2	2.99%
	Violations of the principle of the	2	2.99%

	verification of facts		
	Lack of distinction between programs and commercials	1	1.49%
	Commercial violations (including broadcasting time, length, and content)	1	1.49%
	Technical issues related to sounds, images, and signals	1	1.49%
	Disrupting public order or adversely affecting good social customs	1	1.49%
Total		67	100%

An analysis of the 66 complaints against the genre of “political talk shows” shows that “disrupting public order or adversely affecting good social customs” and “violations of the principle of the verification of facts” were the most common with 25 cases (37.88%) each, followed by 6 cases (9.09%) of “violation of laws and regulations promulgated by other government authorities,” 3 cases (4.55%) of “contents harmful to the physical or psychological well-being of children and youths,” 3 cases (4.55%) of “discrimination issues,” 2 cases (3.03%) of “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials),” 1 case (1.51%) of “violations of the principle of objectivity,” and 1 case (1.51%) of “inappropriate program ratings.” See Table 4 for more details:

Table 4: Public complaints about political talk shows by complaint category (Q2 2023)			
Genre	Inappropriate content category	Cases	Percentage
Political talk shows	Disrupting public order or adversely affecting good social customs	25	37.88%
	Violations of the principle of the verification of facts	25	37.88%
	Violation of laws and regulations promulgated by other government authorities	6	9.09%
	Contents harmful to the physical or psychological well-being of children and youths	3	4.55%
	Discrimination issues	3	4.55%
	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	2	3.03%
	Violations of the principle of objectivity	1	1.51%

	Inappropriate program ratings	1	1.51%
Total		66	100%

During the second quarter of 2023 (April to June), the NCC received at least 10 complaints filed against the reporting of a mountaineering accident by EBC News, which was suspected of illicit disclosure of personal data (see Table 5); no other programs were the subject of any surge of complaints filed with the NCC. 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. If a surge of complaints is filed with the NCC, the NCC shall review the content in question and handle these complaints in accordance with the law and administrative procedures so as to address issues of public concerns.

Table 5: Programs that received 10 complaints or more (Q2 2023)			
Program/Commercial	Channel	Content Type	Cases
EBC Evening News	EBC News	News	13