



## 2023 NCC Third Quarter (July – September)

### 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 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 third quarter of 2023 (July – September).

#### ◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio<sup>1</sup> compiled by the NCC and categorized by media type during the third quarter of 2023 (July – September), 287 complaints were made in total: 272 against television (94.77%) and 15 against radio (5.23%). Please see Figure 1.

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<sup>1</sup>All percentages are rounded to the second decimal place in this report and thus may not add up to exactly 100%.

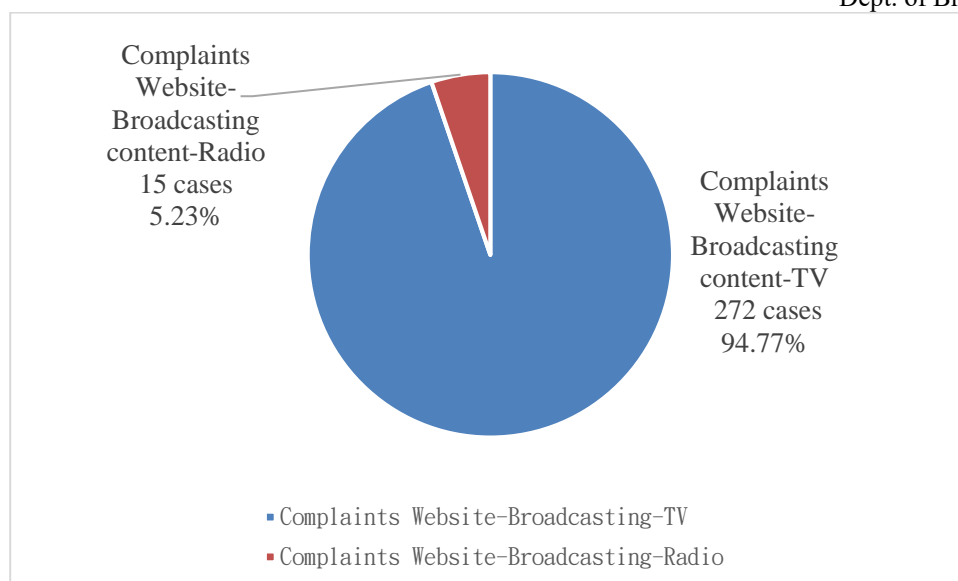


Figure 1: Public complaints by media type (Q3 2023; totaling 287 cases)

Table 1 shows that of the total 287 complaints, 205 cases (71.43%) and 58 cases (20.21%) were submitted by males and females respectively; another 24 cases (8.36%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q3 2023)				
	Male	Female	Unspecified	Total
<b>TV</b>	193	57	22	272
<b>Radio</b>	12	1	2	15
<b>Total</b>	205	58	24	287
<b>Percentage</b>	71.43%	20.21%	8.36%	100%

Figure 2 shows that 140 complaints (48.78%) were made through the NCC's Broadcasting Content Complaints Website, while 147 cases (51.22%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

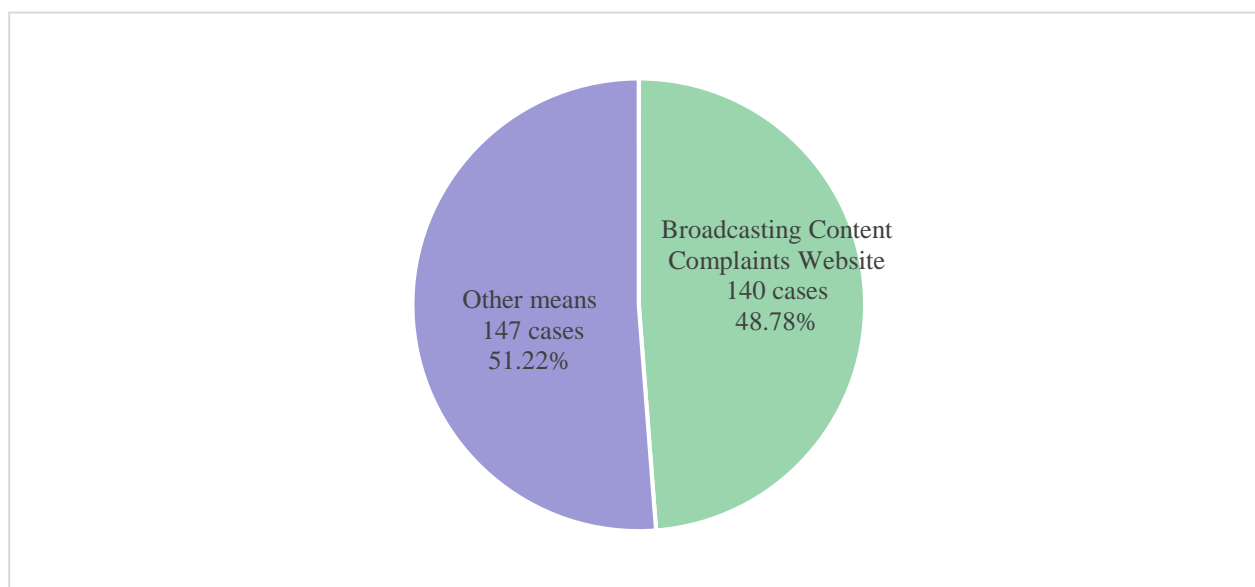


Figure 2: Means of filing public complaints (Q3 2023; totaling 287 cases)

Table 2 shows that 283 (98.61%) of the 287 complaints against TV and radio pertained to inappropriate content, while 4 (1.39%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)” with 76 complaints (26.48%), followed by complaints about “disrupting public order or adversely affecting good social customs” with 42 complaints (14.63%), “lack of distinction between programs and commercials” with 32 complaints (11.15%), “violations of the principle of verification of facts” with 28 complaints (9.76%), and “violation of laws and regulations promulgated by other government authorities” with 21 complaints (7.32%). The total number of these top five types of complaints amounted to 199, accounting for 69.34% 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 (Q3 2023)			
Category		Cases	Percentage
Contents	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	76	26.48%
	Disrupting public order or adversely affecting good social customs	42	14.63%
	Lack of distinction between programs and commercials	32	11.15%

	Violations of the principle of verification of facts	28	9.76%
	Violation of laws and regulations promulgated by other government authorities	21	7.32%
	Contents harmful to the physical or psychological well-being of children and youths	20	6.97%
	Inappropriate program ratings	11	3.83%
	Discrimination issues	9	3.14%
	Violations of the principle of objectivity	8	2.79%
	Regulations/information inquiries	8	2.79%
	Commercial violations (including broadcasting time, length, and content)	7	2.44%
	Protection of stakeholders' rights	5	1.74%
	Opinions on the overall environment of broadcasting operations	5	1.74%
	Suggestions on the operations of NCC	4	1.39%
	Illicit disclosure of personal data	2	0.70%
	Contents or wording of certain channels/stations, programs, or commercials	2	0.70%
	Inappropriate commercial contents or scheduling (including exaggerated claims on food, drug, and cosmetic items)	1	0.35%
	Biased contents	1	0.35%
	Lack of clear separation between programs and commercials	1	0.35%
	<b>Subtotal</b>	<b>283</b>	<b>98.61%</b>
<b>Operations</b>	Technical issues related to sounds, images, and signals	2	0.70%
	Issues concerning information disclosure by broadcasting business	1	0.35%
	Other issues related to NCC operations	1	0.35%
	<b>Subtotal</b>	<b>4</b>	<b>1.39%</b>
<b>Total</b>		<b>287</b>	<b>100%</b>

With regards to the 283 public complaints pertaining to radio and television broadcasting content, Figure 3 shows that out of the 268 complaints about television programs, the majority involved “comments, inquiries, and suggestions,” with 90 cases (33.58%), followed by 52 cases (19.40%) concerning “new reports,” 47 cases (17.54%) concerning “political talk shows,” 20 cases (7.46%) concerning “drama and animation,” 16 cases (5.97%) concerning “commercials,” and 15 cases (5.60%) concerning “programs of

other types<sup>2</sup>.”

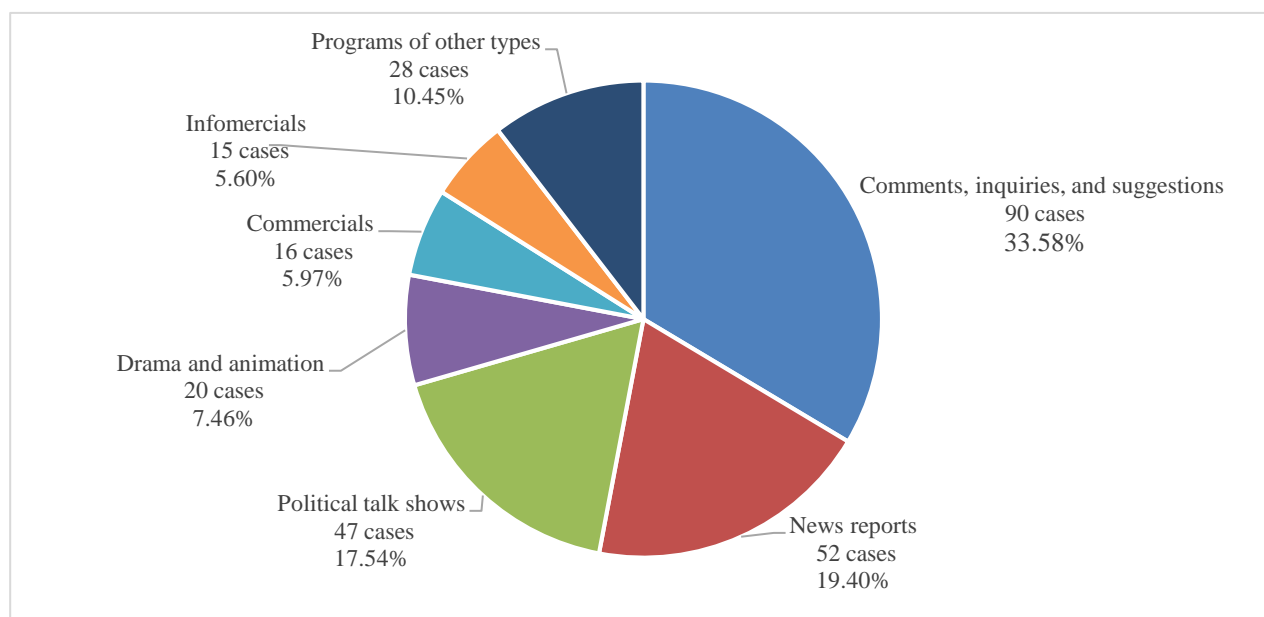


Figure 3: TV complaints by program types (Q3 2023; totaling 268 cases)

Of the 15 complaints against radio, the majority were about “programs of unspecified genres” with 9 cases (60.00%). There were also 2 cases (13.33%) on “other programs” and 1 case (6.67%) for each of the program types “commercials,” “variety programs,” “news reports and political talk shows,” and “music programs.” Please refer to Figure 4:

<sup>2</sup> “Programs of other types” include “variety programs” (11 cases), “general talk shows” (7 cases), “financial programs” (4 cases), “sports programs” (3 cases), “religious programs” (2 cases) and “children’s programs” (1 case).

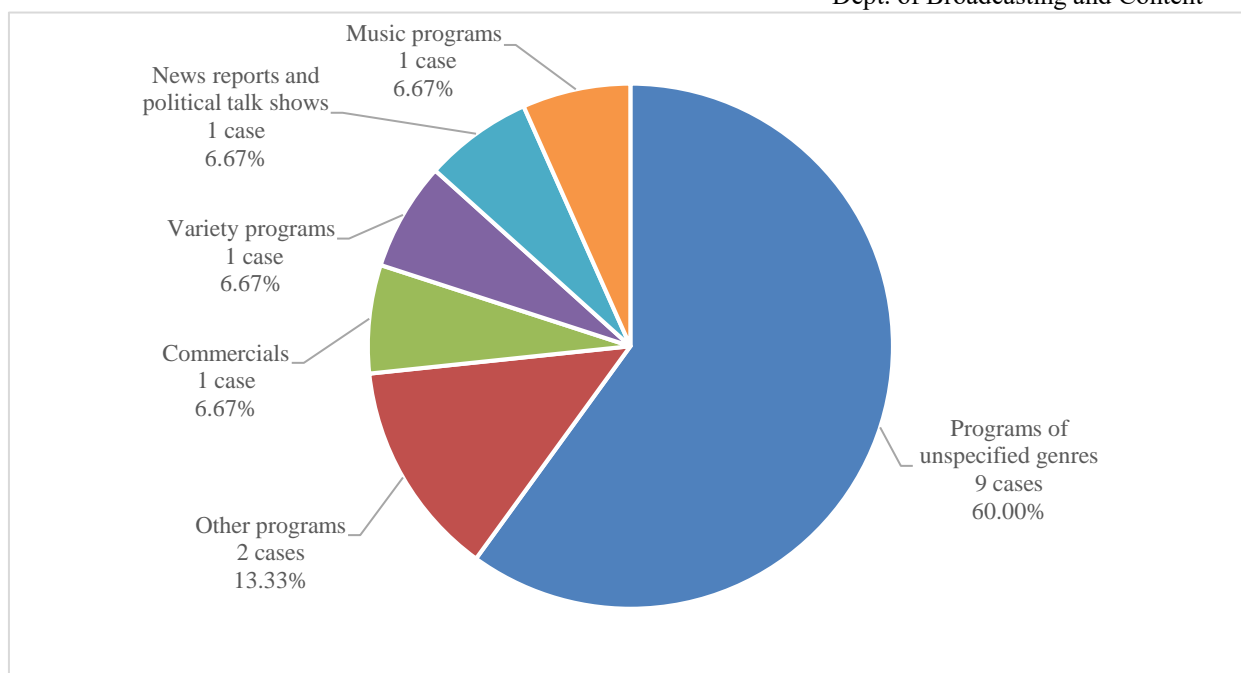


Figure 4: Radio complaints by program types (Q3 2023; totaling 15 cases)

## ◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q3 2023 (July to September) were in the categories of “comments, inquiries, and suggestions” and “news reports.”

An analysis of the 90 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 76 cases (84.44%), followed by 6 cases (6.67%) of “regulations/information inquiries,” 5 cases (5.56%) of complaints about “violation of laws and regulations promulgated by other government authorities,” and 3 cases (3.33%) of “suggestions on the NCC’s operations.” See Table 3 for more details:

Table 3: Public complaints that express comments, inquiries, and suggestions by complaint category (Q3 2023)			
Genre	Inappropriate content category	Cases	Percentage
Comments, inquiries, and suggestions	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	76	84.44%
	Regulations/information inquiries	6	6.67%
	Violation of laws and regulations promulgated by other government authorities	5	5.56%

	Suggestions on the NCC's operations	3	3.33%
Total		90	100%

An analysis of the 52 complaints against the genre of “news reports” shows that “violations of the principle of verification of facts” was the most common with 18 cases (34.62%), followed by 12 cases (23.08%) of “lack of distinction between programs and commercials,” 5 cases (9.62%) of “violations of the principle of objectivity,” 3 cases (5.77%) for each of the categories “contents harmful to the physical or psychological well-being of children and youths,” “protection of stakeholders’ rights,” “issues of discrimination,” and “inappropriate program ratings,” and 2 cases (3.85%) for each of the categories “disrupting public order or adversely affecting good social customs” and “violation of laws and regulations promulgated by other government authorities”, and 1 case (1.92%) of “illicit disclosure of personal data.” See Table 4 for more details:

Table 4: Public complaints about news reports by complaint category (Q3 2023)			
Genre	Inappropriate content category	Cases	Percentage
News reports	Violations of the principle of fact verification	18	34.62%
	Lack of distinction between programs and commercials	12	23.08%
	Violations of the principle of objectivity	5	9.62%
	Contents harmful to the physical or psychological well-being of children and youths	3	5.77%
	Protection of stakeholders’ rights	3	5.77%
	Issues of discrimination	3	5.77%
	Inappropriate program ratings	3	5.77%
	Disrupting public order or adversely affecting good social customs	2	3.85%
	Violation of laws and regulations promulgated by other government authorities	2	3.85%
	Illicit disclosure of personal data	1	1.92%
	Total	52	100%

During the third quarter of 2023 (July to September), the NCC did not receive 10 or more complaints that were filed against the same channel, time slot, or program, nor is 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 broadcasted content and handle these complaints in accordance with the law and administrative procedures so as to address issues of public concerns.