



## 2021 Fourth Quarter (October – December)

# 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. Although currently there is no specific agency responsible for the supervision of internet content, in accordance with Article 46 of the *Protection of Children and Youths Welfare and Rights Act*, the NCC coordinated with responsible competent authorities to commission civil associations to establish a platform for the public to complain/report about internet-related issues. Consequently, the iWIN website (<https://i.win.org.tw/iWIN/>) was launched on August 1, 2013. The public may file a complaint with respect to online content through iWIN; reports are then published monthly on the website to enable the public to track how complaints are being processed. Therefore, complaints pertaining to online content have been excluded from this report.

Meanwhile, 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 overhauled the complaints processing procedure. Since December 11, 2017, certain cases are transferred 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. Detailed below are complaints concerning radio and TV media in the fourth quarter of 2021 (October – December). The report is presented in two sections, *Broadcasting Complaints Overview* and *Major Television Complaints*.

## ◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio<sup>1</sup> compiled by the NCC during the fourth quarter of 2021 (October to December), 493 complaints<sup>2</sup> were made in total: 458 against television (92.90%) and 35 against radio (7.10%). Please see Figure 1.

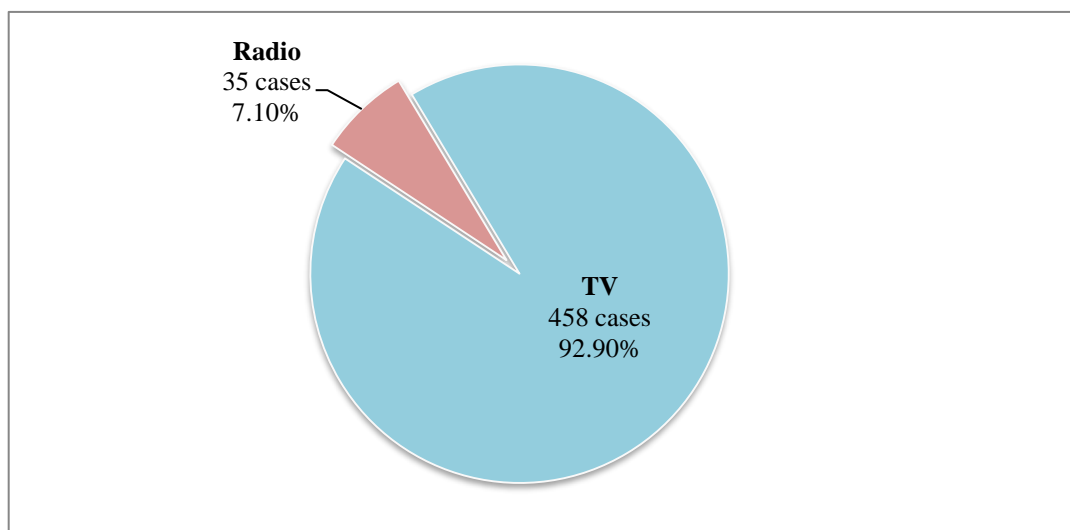


Figure 1: Public complaints by media type (Q4 2021)

Table 1 shows that of the total 493 complaints, 329 cases (66.73%) and 93 cases (18.86%) were submitted by males and females respectively; another 71 cases (14.40%) were made by people either not specifying or unwilling to disclose their gender.

	Male	Female	Unspecified	Total
<b>TV</b>	302	87	69	458
<b>Radio</b>	27	6	2	35
<b>Total</b>	329	93	71	493
<b>Percentage</b>	66.73%	18.86%	14.40%	100.00%

Figure 2 shows that 284 complaints (57.61%) were made through the NCC's Broadcasting Content Complaints website, while 209 cases (42.39%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

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

<sup>2</sup> 121 cases unrelated to TV and radio were excluded.

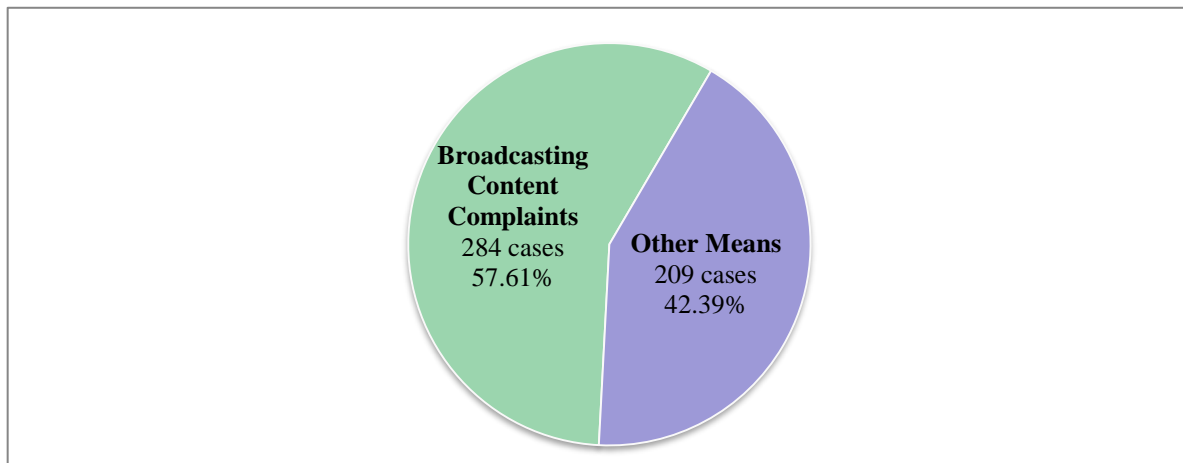


Figure 2: Public complaints filed by means of filing (Q4 2021)

Table 2 shows that 484 (98.17%) of the 493 complaints against TV and radio pertained to inappropriate content, while 9 (1.83%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was “disrupting public order or adversely affecting good social customs” with 106 complaints (21.50%). There were also 91 (18.46%) complaints concerning “violations of the principle of fact verification and the dissemination of false information,” 69<sup>3</sup> (14.00%) “comments on the overall broadcasting environment, policies, regulations, and the administration of NCC,” 51 (10.34%) about “lack of distinction between programs and commercials,” and 39 (7.91%) relevant to “violations of the principle of objectivity and dissemination of biased contents.” The total number of these top five types of complaints amounted to 356, accounting for 72.21% 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 (Q4 2021)			
Category		Cases	Percentage
Contents	Disrupting public order or adversely affecting good social customs	106	21.50%
	Violations of the principle of fact verification and the dissemination of false information <sup>4</sup>	91	18.46%
	Comments on the overall broadcasting environment, policies, regulations, and the administration of NCC	69	14.00%
	Lack of distinction between programs and commercials	51	10.34%

<sup>3</sup> Among which, 33 complaints were repeatedly filed for the same reason(s) to provide “comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration.”

<sup>4</sup> This includes violations of the principle of fact verification in television contents and the dissemination of false information in radio contents.

	Violations of the principle of objectivity and dissemination of biased contents <sup>5</sup>	39	7.91%
	Contents harmful to the physical or psychological well-being of children and youths	27	5.48%
	Commercial violations (timing/length/overtime/frequency/content of commercial breaks)	18	3.65%
	Violation of laws and regulations promulgated by other government authorities <sup>6</sup>	17	3.45%
	Suggestions on the NCC's operations	13	2.64%
	Discriminatory issues	11	2.23%
	Unlawful disclosure of personal information	11	2.23%
	Regulations/information inquiries	9	1.83%
	Contents or wording of certain channels/stations, programs, or commercials	8	1.62%
	Inappropriate program ratings	8	1.62%
	Others <sup>7</sup>	6	1.22%
	Subtotal	484	98.17%
<b>Operations</b>	Technical issues related to sounds, images, and signals	7	1.42%
	Other issues related to NCC operations	2	0.41%
	Subtotal	11	1.83%
<b>Total</b>		<b>493</b>	<b>100.00%</b>

Of the 484 complaints pertaining to inappropriate radio and television content, 449 complaints were against television. Further analysis of the program types revealed that the majority were against “news reports” with 180 cases (40.09%), followed by “comments, advice, and suggestions” with 86 cases<sup>8</sup> (19.15%), “political talk shows” with 84 cases (18.71%), “commercials” with 42 cases (9.35%), “dramas and animes” with 22 cases (4.90%), “programs on finance and the stock market” with 9 cases (2.00%), “variety programs” with 8 cases (1.78%), “infomercials” with 6 cases (1.34%), and “programs of

<sup>5</sup> This includes violations of the principle of objectivity in television contents and dissemination of biased contents in radio contents.

<sup>6</sup> Violations of laws and regulations promulgated by government authorities in health, finance, election, and other jurisdictions.

<sup>7</sup> Others include contents considered erroneous by an aggrieved party who requested a correction or an opportunity to respond (5 cases) and illegal use of interstitials (1 case).

<sup>8</sup> Among which, 33 complaints were repeatedly filed for the same reason(s).

other types”<sup>9</sup> with 12 cases (2.67%). Please refer to Figure 3:

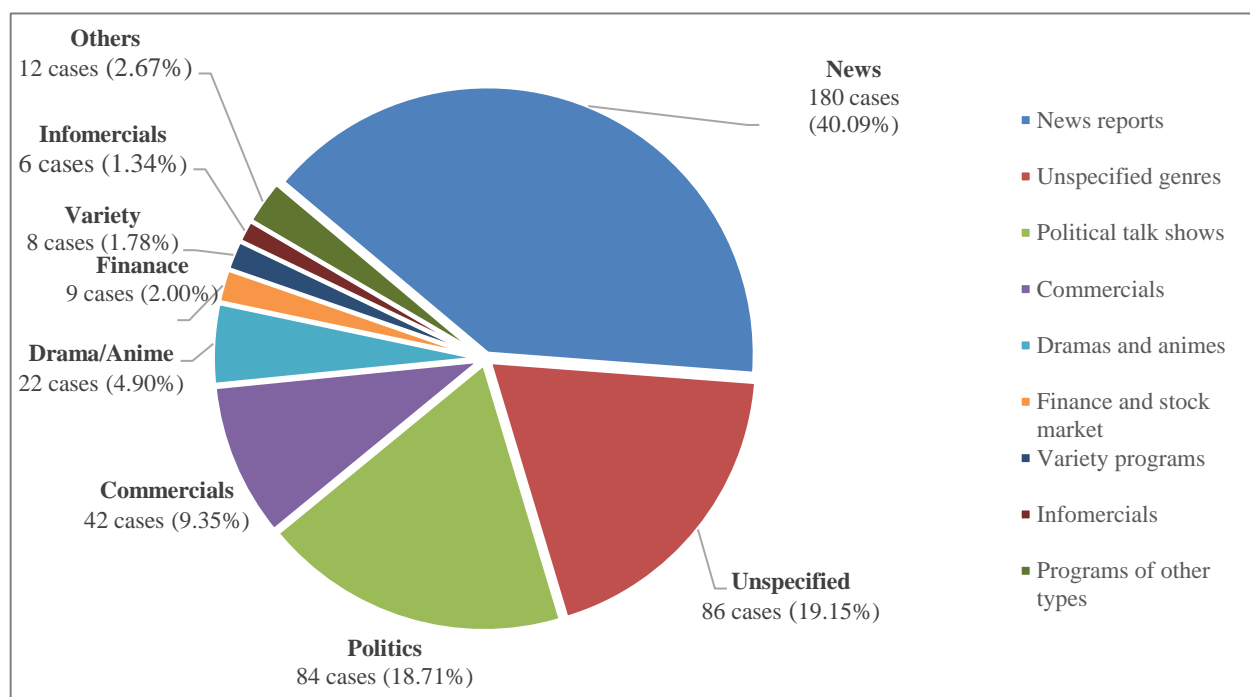


Figure 3: TV complaints by program types (Q4 2021)

Of the 35 complaints against radio, the majority were about “variety programs”<sup>10</sup> with 9 cases (25.71%). There were also 7 cases each (20.00%) on “news and political talk shows” and “commercials,” 5 cases each (14.29%) on “programs with unspecified genres” and “music programs,” and 2 cases (5.71%) on “other programs.” Please refer to Figure 4:

<sup>9</sup> Programs of other types include folk and religious programs (4 cases), children’s programs (3 cases), general talk shows (3 cases), and sports programs (2 cases).

<sup>10</sup> Programs that feature diverse contents and do not fit into any particular genre

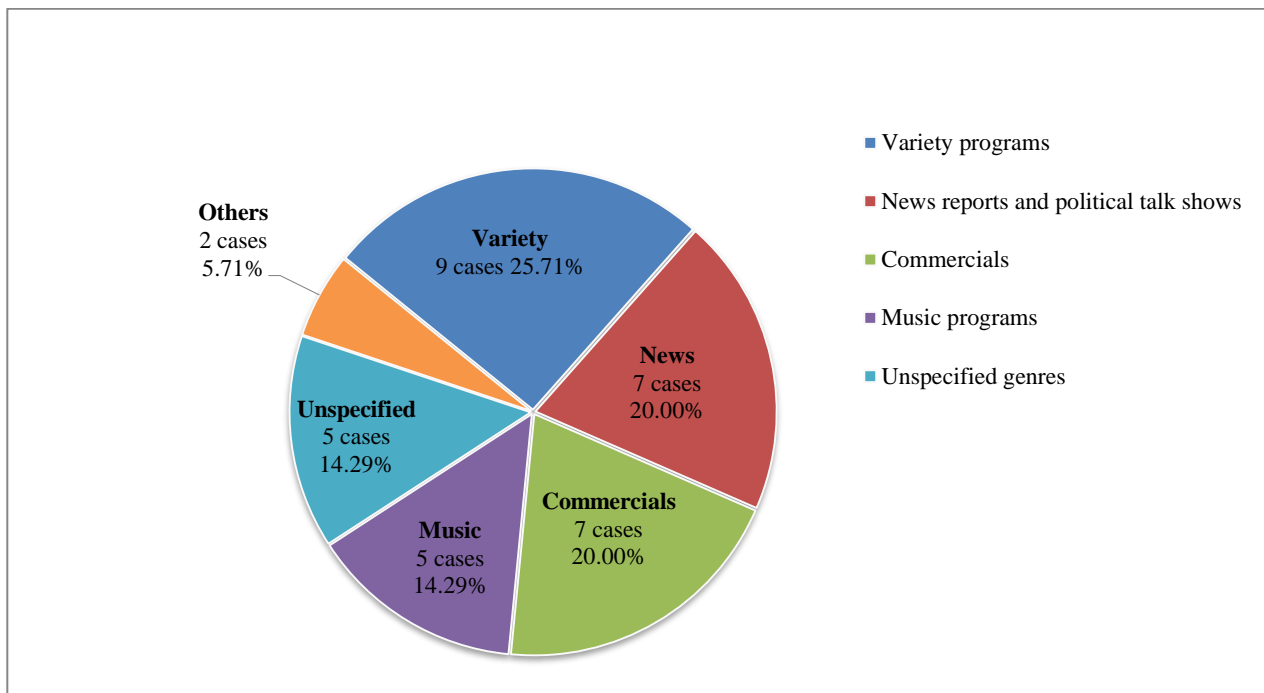


Figure 4: Radio complaints by program types (Q4 2021)

## ◆ Major Television Complaints

The majority of the television (and TV commercial) content-related complaints in Q4 2021 (October to December) were in the categories of “news reports” and “comments, advice, and suggestions.” Among the 180 news-related complaints, the majority pertained to “disrupting public order or adversely affecting good social customs” with 82 cases (45.56%), followed by 28 (15.56%) regarding “lack of distinction between programs and commercials,” and 32 (11.67%) relevant to “violations of the principle of objectivity.” The total number of these three most common types of complaints concerning inappropriate content amounted to 131, or 72.78%, of all TV news-related complaints. See Table 3 for more details:

Genre	Inappropriate content category	Cases	Percentage
News	Disrupting public order or adversely affecting good social customs	82	45.56%
	Lack of distinctions between programs and commercials	28	15.56%
	Violations of the principle of objectivity	21	11.67%
	Violations of the principle of fact verification	19	10.56%
	Unlawful disclosure of personal data	11	6.11%

	Violation of laws and regulations promulgated by other government authorities	6	3.33%
	Others <sup>11</sup>	13	7.22%
Total		82	100%

An analysis of the 86 complaints about inappropriate content in programs with unspecified genres shows that “comments on the overall broadcasting environment” were the most common with 66 cases<sup>12</sup> (76.74%), followed by 12 (13.95%) “suggestions on the operations of NCC” and 8 (9.30%) concerning “regulations/information inquiries.” See Table 4 for more details:

Table 4: Public complaints about programs with unspecified genres by complaint category (Q4 2021)			
Genre	Inappropriate content category	Cases	Percentage
Programs with unspecified genres	Comments on the overall broadcasting environment	66	76.74%
	Suggestions on the operations of NCC	12	13.95%
	Regulations/information inquiries	8	9.30%
Total		68	100%

During the fourth quarter (October to December) of 2021, the following programs received over 10 complaints: *Zheng Knows*, *Coco’s Hot News 152*, and *New Taiwan*. Please see Table 5 for more information:

Table 5: Programs and commercials that received 10 complaints or more (Q4 2021)			
Program/Commercial	Channel	Content Type	Cases
<i>Zheng Knows</i>	SET News SET iNews	Political talk show	20
<i>Coco’s Hot News 152</i>	FTV Formosa FTV News	Political talk show	15
<i>New Taiwan Refueling</i>	SET News	Political talk show	12

<sup>11</sup> Others include discriminatory issues (4 cases), contents considered erroneous by an aggrieved party who requested a correction or an opportunity to respond (4 cases), contents harmful to the physical or psychological well-being of children and youths (3 case), and inappropriate program ratings (2 cases).

<sup>12</sup> Among which, 33 complaints were repeatedly filed for the same reason(s).

Case analyses:

1. The program *Zheng Knows* received 20 complaints.

Complaints: The host and guests exaggerated the wrongdoings of the Yen family by speculating and unbalanced reporting. No clear sources or media interviews were cited in the program, and the duty of fact-checking was not fulfilled prior to broadcast. These segments intended to misguide the general public and are therefore detrimental to the audience's media rights.

NCC's actions: 1. The NCC has reviewed every recording of the segments in question. However, the complainants did not pinpoint the exact contents that were deemed inappropriate or in violation of the fact-checking principle, despite having specified the channels, names, dates, and topics of the program. Therefore, the NCC has asked the complainants to provide such information, after which the case shall be processed in accordance with the law.

2. Article 40 of the *Satellite Broadcasting Act* stipulates, “*When a commentary in a satellite broadcasting program involves individuals, institutions, or organizations to the extent that the rights and interests of the involved party are impaired, the request by the said party for a commensurate opportunity to respond shall not be rejected.*” Article 44 of the same *Act* stipulates, “*If an involved party considers a satellite broadcasting program or advertisement to be erroneous, the said party may request a correction within 20 days of its broadcast. The satellite broadcasting business shall make the correction in the same program or advertisement in the same time slot, within 20 days of receiving the request. If the satellite broadcasting business considers that there has been no error in the program or advertisement, it shall state its reasons in a written response to the said party.*” Article 45 further stipulates, “*Should the broadcast content of a direct satellite broadcasting business and the branch office of a foreign satellite broadcasting business result in damages of another person's name, reputation, privacy, credit, portrait, personality, and other benefits and rights, the victim may apply to the court for removing the content of that part or for making necessary rectification. Those with concerns of infringement may request for prevention.*” To summarize, if an involved party considers a satellite broadcasting program or commercial to be erroneous, or if they believe their rights have been infringed upon, they may, within the statutory period, request correction or an opportunity to respond or



seek protection in accordance with the law.

3. Article 22 of the *Satellite Broadcasting Act* requires broadcasters to establish an independent self-regulatory mechanism that accepts audience's appeal related to the accuracy, balance and taste of the broadcast content. The NCC has issued an official letter to the broadcasters in question and has requested that they submit this case to their respective self-regulatory committee for discussion. The NCC plans to follow up this case in accordance with its standard operating procedures while continuing to monitor the performance of all news channels.

2. The program *Coco's Hot News 152* received 15 complaints.

**Complaints:** The program is excessively focused on an individual—Yen Kuan-heng. The host and guests exaggerated the wrongdoings of the Yen Kuan-heng by speculating and unbalanced reporting. No clear sources or media interviews were cited in the program, and the duty of fact-checking was not fulfilled prior to broadcast. These segments intended to misguide the general public and are therefore detrimental to the audience's media rights. Furthermore, their intention to manipulate stock prices is harmful to public interest.

**NCC's actions:** 1. The NCC has reviewed every recording of the segments in question. However, the complainants did not pinpoint the exact contents that were deemed inappropriate or in violation of the fact-checking principle, despite having specified the channels, names, dates, and topics of the program. Therefore, the NCC has asked the complainants to provide such information, after which the case shall be processed in accordance with the law.

2. In its official letter, the NCC has reminded the complainants that pursuant to Articles 23 and 24 of the *Radio and Television Act*, if an involved party considers a news report to be erroneous, or if they believe their rights have been impaired, they may, within the statutory period, request correction or an opportunity to respond or seek protection in accordance with the law

3. Article 13 of the *Enforcement Rules of the Radio and Television Act* stipulates that the contents of news programs shall be objective, fair, factual, and comprehensive. The NCC has issued an official letter to the broadcasters in question and requested that they submit this case to their respective self-regulatory committee for discussion. The NCC plans to follow up this case in accordance with its standard operating procedures while continuing to monitor the performance of all news

channels.

4. The complainants pointed out that language used in the program such as, “The Australian Therapeutic Goods Administration can’t take it anymore and is eager to grant authorization to MVC Covid-19 Vaccine for emergency (EUA). You know what I mean?”, are indicative of a failure to fulfill the fact-checking duty prior to broadcast and an intention to manipulate stock prices. The NCC has forwarded the contents in question to the competent authorities (the Ministry of Health and Welfare and the Financial Supervisory Commission) for a professional opinion, after which the case shall be processed in accordance with the law.

3. The program *New Taiwan Refueling* received 12 complaints.

Complaints: The host and guests exaggerated the wrongdoings of the Yen family by speculating and unbalanced reporting.. No clear sources or media interviews were cited in the program, and the duty of fact-checking was not fulfilled prior to broadcast. These segments intended to misguide the general public and are therefore detrimental to the audience’s media rights.

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