



## 2014 Second Quarter (April - June) NCC Report on Broadcasting Content Complaints

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media; the supervision of broadcasting contents is one of its primary responsibilities. This report is an analysis of complaints submitted by the general public. The objective of this report is to update the general public with recent information on the supervision of broadcasting contents by the NCC.

NCC regulates broadcasting media according to the Radio and Television Act, the Satellite Broadcasting Act, as well as other relative regulations. Although currently there is no specific agency in charge of contents on the Internet, in accordance with the Article 46 of the Protection of Children and Juveniles Welfare and Rights Act, NCC coordinated with responsible competent authorities to commission civil associations to establish a platform for the public to complain/report about internet-related problems. Consequently, the iWIN ([www.win.org.tw](http://www.win.org.tw)) website was launched on August 1, 2013. The public may file a complaint with respects to online content to iWIN; reports are then published monthly on the website to enable the public to track how complaints are being processed. Therefore, online content complaints cases have been excluded from this report.

This report shows only the statistical evidence of complaints regarding broadcasting contents. It does not necessarily mean that the related programs or broadcasting businesses mentioned in this report violated relevant regulations. The following is a statistical report about complaints concerning TV and radio in the second quarter of 2014 (April to June).

### ◆ Complaints – Overall

According to the data on complaints about the contents of television and radio compiled in the second quarter of 2014 (April to June), 7,893<sup>1</sup> complaints were made

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<sup>1</sup> The invalid 85 cases were excluded.

in total: 7,717 against television contents (97.8%), 176 against radio contents (2.2%).

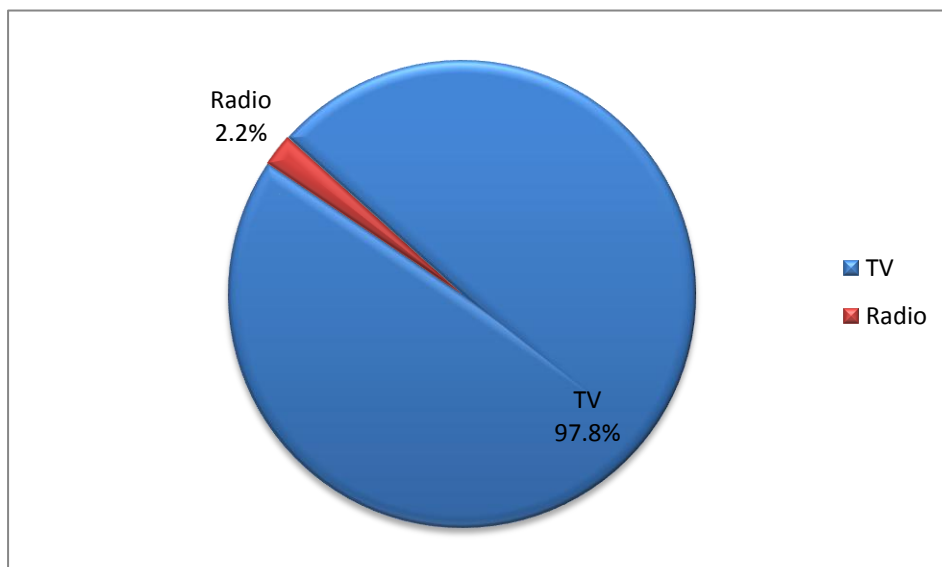


Figure 1: Complaints by Media Types (Q2 2014)

Table 1 shows that of the total 7,893 complaints, 3,121 (39.5%) and 3,037 (38.5%) were submitted by males and females respectively; another 1,735 (22.0%) cases were made by people not specifying their gender.

Table 1: Complaints by Gender (Q2 2014)			
	Male	Female	Unspecified
<b>TV</b>	3,037	2,952	1,728
<b>Radio</b>	84	85	7
<b>Total</b>	3,121	3,037	1,735
<b>Percentage</b>	39.5%	38.5%	22.0%

Figure 2 shows that 6,736 (85.3%) complaints were made through the NCC's Broadcasting Content Complaints Website specifically set up by NCC while 1,157 (14.7%) cases were through other means, such as telephone, email, and cases forwarded from other agencies.

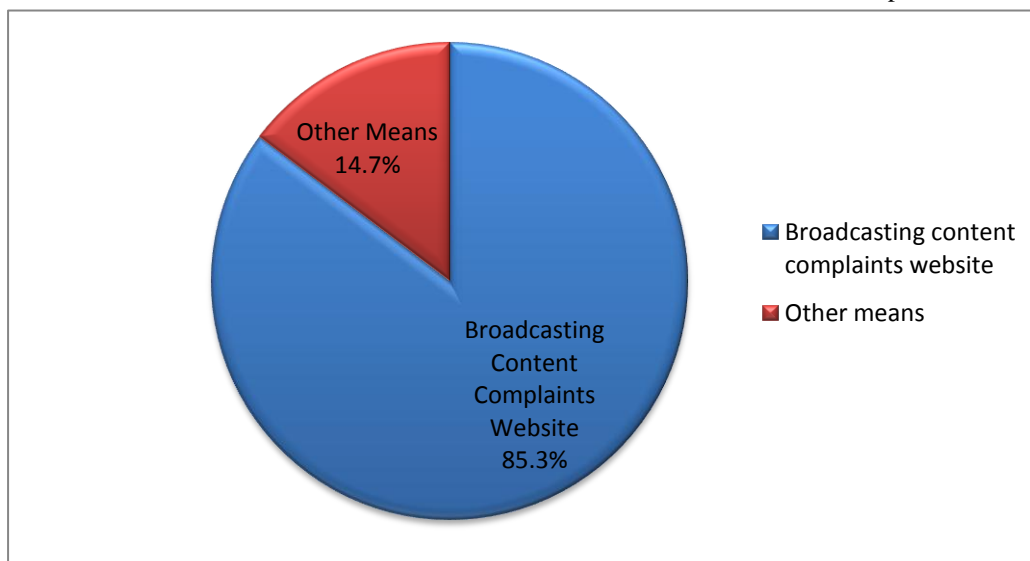


Figure 2: Means of Filing Complaints (Q2 2014)

Table 2 shows the 7,893 complaints about inappropriate contents: 3,906 (49.5%) complaints were “disrupting public order or adversely affecting good social customs,” followed by 1,993 (25.3%) “disregard for professional ethics of journalism,” 752 (9.5%) about “comments on the contents or wording of certain channels (radios)/programs/commercials,” 739 (9.4%) about “false or unjust contents,” and 199 (2.5%) about “suggestions on the overall broadcasting policies/regulations or NCC’s administration.” The total number of these top five types of complaints amounted to 7,589 cases, accounting for 96.2% of all complaints. Please see Table 2 for the numbers and percentages of other types.

Table 2: Inappropriate Content Complaints by Type (Q2 2014)		
Item	Cases	%
Disrupting public order or adversely affecting good social customs	3,906	49.5%
Disregard for professional ethics of journalism	1,993	25.3%
Comments on the contents or wording of certain channels (radios)/programs/commercials <sup>2</sup>	752	9.5%
False or unjust contents	739	9.4%
Suggestions on the overall broadcasting policies/regulations or NCC’s administration <sup>3</sup>	199	2.5%

<sup>2</sup> EX. abusive language against singers on entertaining programs, radio hosts distribute prejudiced language and comments, news channels hold subjective perspectives, etc.

<sup>3</sup> EX. the proportion of the specific news coverage on the student movement is too high, overuse of

Harmful contents for children and juveniles	145	1.8%
Inappropriate contents or broadcast time of commercials	55	0.7%
No distinction between programs and commercials	38	0.5%
Inquiries for regulations/information	16	0.2%
Overly frequent replays	15	0.2%
Inappropriate program ratings	14	0.2%
Changes without notice in advance	10	0.1%
Overrunning commercials	8	0.1%
Violates the use of news tickers	3	0.0%
<b>Total</b>	<b>7,893</b>	<b>100.0%</b>

## ◆ Complaints – Television

Of the 7,717 complaints about television programs, most were against “political talk shows,” with 6,027 cases (78.1%) followed by 1,409 (18.3%) against “news reports,” 202 (2.6%) against “general programs,” 70 (0.9%) against “commercials,” and 9 (0.1%) against “general talk shows.” Please see Figure 3 for details.

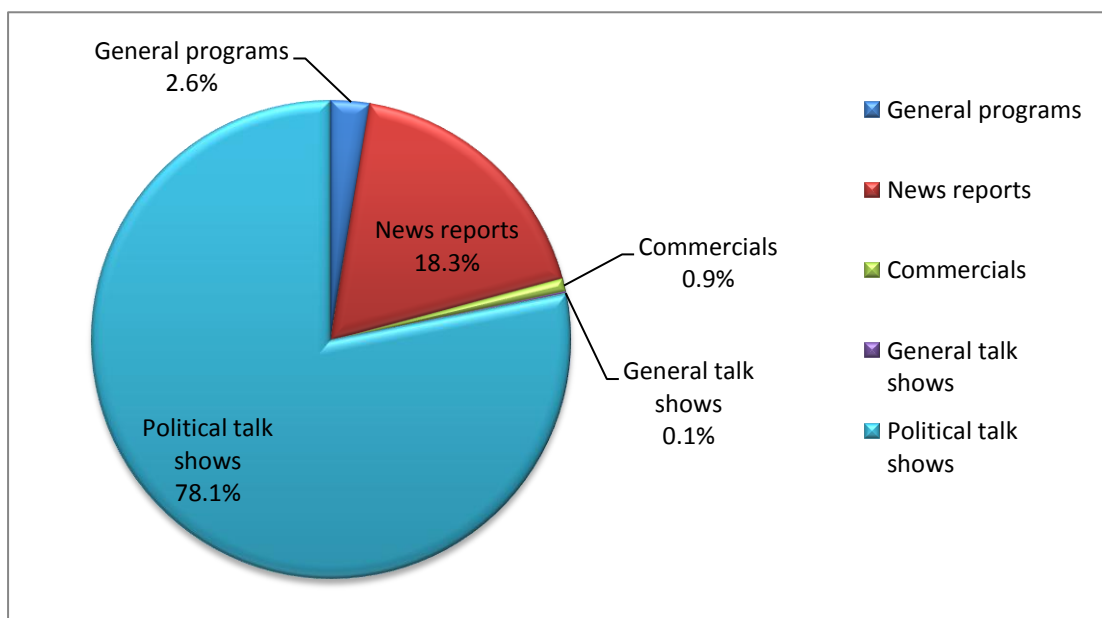


Figure 3: Complaints made against types of TV programs (Q2 2014)

Mosaics, too many on-screen; international news flashes are not enough, requests for broadcasting the games from the Chinese Professional Baseball League, etc.

It can be seen from Table 3 that amongst the 6,036 complaints about TV talk shows<sup>4</sup>, 3,796 complaints (62.9%) were about “disrupting public order or adversely affecting good social customs,” followed by 1,923 (31.9%) “disregard for professional ethics of journalism” and 153 (2.5%) “false or unjust contents.” The total number of these top three types of TV talk show complaints amounted to 5,872 cases; details are listed in Table 3:

**Table 3: Complaints about TV Talk Shows by Type of Inappropriate Content (Q2 2014)**

<b>Program type</b>	<b>Inappropriate content</b>	<b>Cases</b>	<b>%</b>	
Talk shows	Disrupting public order or adversely affecting good social customs	3,796	62.9%	
	False or unjust contents	153	2.5%	
	Harmful contents for children and juveniles	92	1.5%	
	Inappropriate program rating	4	0.1%	
	Inappropriate contents or broadcast time of commercials	1	0.0%	
	Changes without notice in advance	1	0.0%	
	Other	Disregard for professional ethics of journalism	1,923	31.9%
		Comments on the contents and wording of certain channels/ programs/commercials	62	1.1%
		Suggestions on the overall broadcasting policies/regulations or NCC’s administration	3	0.0%
	Regulation/information inquiries	1	0.0%	
<b>Total</b>		<b>6,036</b>	<b>100.0%</b>	

Amongst the 1,409 complaint cases about TV news reports, the largest proportion were the 558 cases (39.6%) about “false or unjust contents,” followed by 548 (38.9%) about “comments on the contents and wording of certain channels/programs/commercials”, 88 (6.2%) about “suggestions on the overall broadcasting policies/regulations or NCC’s administration.” The total number of these top three types of TV news report complaints amounted to 1,194 cases; details are

<sup>4</sup> TV talk shows include both general and political talk shows.

listed in Table 4:

<b>Table 4:Complaints about TV New Reports by Type of Inappropriate Content (Q2 2014)</b>				
<b>Program type</b>	<b>Inappropriate content</b>	<b>Cases</b>	<b>%</b>	
News reports	False or unjust contents	558	39.6%	
	Disrupting public order or adversely affecting good social customs	76	5.4%	
	Harmful contents for children and juveniles	24	1.7%	
	No distinction between programs and commercials	22	1.6%	
	Inappropriate contents or broadcast time of commercials	4	0.3%	
	Inappropriate program rating	1	0.1%	
	Violates the use of news tickers	1	0.1%	
	Other	Comments on the contents and wording of certain channels/programs/commercials	548	38.9%
		Suggestions on the overall broadcasting policies/regulations or NCC's administration	88	6.2%
		Disregard for professional ethics of journalism	70	5.0%
Overly frequent replays		12	0.8%	
Regulation/information inquiries		5	0.3%	
<b>Total</b>		<b>1,409</b>	<b>100.0%</b>	

Figure 4 indicates that amongst the 202 complaint cases about general programs, the largest proportion were the 72 cases (35.6%) about “dramas,” followed by 49 (24.3%) about “non-specific programs”, 36 (17.8%) about “variety shows,” 16 (7.9%) about “children’s programs,” 9 (4.5%) about “infomercial programs,” 7 (3.5%) about “sports programs,” 6 (3.0%) about “folk religion programs,” 6 (3.0%) about “education and culture,” and 1 (0.5%) about “capital stock programs.”

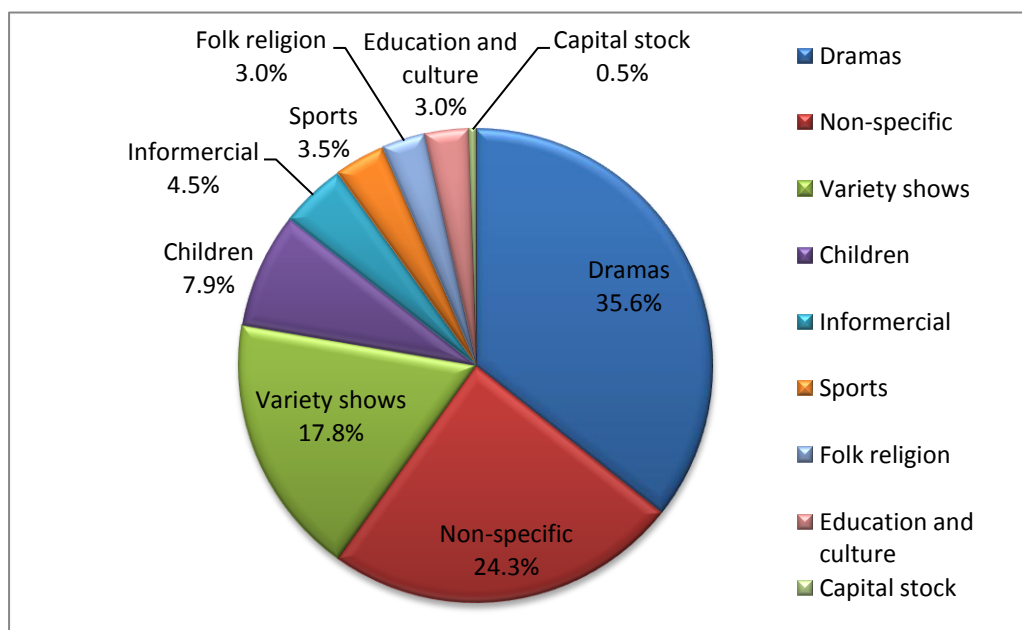


Figure 4: Complaints about Television by Program Types (Q2 2014)

Furthermore, an analysis on the types of inappropriate contents of general programs shows that 59 complaints (29.2%) were “comments on the contents and wording of certain channels/programs/commercials,” followed by 31 (15.3%) “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” and 26 cases (12.9%) about “disrupting public order or adversely affecting good social customs.” The total number of these top three types of complaints amounted to 116 cases. Please see Table 5 for more details:

**Table 5: Complaints about TV General Programs by Type of Inappropriate Content (Q2 2014)**

Program type	Inappropriate content	Cases	%
General programs	Disrupting public order or adversely affecting good social customs	26	12.9%
	False or unjust contents	16	7.9%
	Harmful contents for children and juveniles	16	7.9%
	No distinction between programs and commercials	13	6.4%
	Changes without notice in advance	9	4.5%
	Inappropriate program rating	9	4.5%
	Inappropriate contents or broadcast time	5	2.5%

2014 Second Quarter (April - June)  
NCC Report on Broadcasting Content Complaints  
Dept. of Content Affairs

	of commercials		
	Overrunning commercials	3	1.5%
	Violates the use of news tickers	2	0.9%
Other	Comments on the contents and wording of certain channels/programs/commercials	59	29.2%
	Suggestions on the overall broadcasting policies/regulations or NCC's administration	31	15.3%
	Regulation/information inquiries	10	5.0%
	Overly frequent replays	3	1.5%
<b>Total</b>		<b>202</b>	<b>100.0%</b>

Table 6 shows that of the 70 complaints about TV commercials, 44 (62.9%) were for “inappropriate contents or broadcast time of commercials,” followed by 9 (12.9%) about “harmful contents for children and juveniles.” The total number of these two types of complaints amounted to 53 cases.

**Table 6: Complaints about Television Commercials by Type of Inappropriate Content (Q2 2014)**

<b>Program type</b>	<b>Inappropriate content</b>	<b>Cases</b>	<b>%</b>
TV commercials	Inappropriate contents or broadcast time of commercials	44	62.9%
	Harmful contents for children and juveniles	9	12.9%
	False or unjust contents	8	11.4%
	Overrunning commercials	5	7.1%
	Disrupting public order or adversely affecting good social customs	1	1.4%
	Other Comments on the contents and wording of certain channels/programs/commercials	3	4.3%
<b>Total</b>		<b>70</b>	<b>100.0%</b>

Each of the following programs in the second quarter of 2014 (April to June) received more than 10 complaints: “News Tornado” of CTi TV News Channel,



“News at Noon and 13:00” of TVBS News Channel, the reports on the costs of repairing the Legislative Yuan by CTi TV News Channel, “1600 News” of TVBS News Channel, “1300 Afternoon News” of CTi TV News Channel, the reports on the police using water cannons to expel protesters of NextTV News Channel, “1800 Evening News” of CTi TV News Channel, “Dragon Dance” of FTV (main channel), “Ordinary Love” of SET Taiwan, “Evening News” of CTS, and “54 New Viewpoint” of SET News (please see Table 7 for more information):

<b>Table 7: Complaints about TV programs/commercials (Q2 2014)</b>			
<b>Name of Program</b>	<b>Channel</b>	<b>Type</b>	<b>Cases</b>
News Tornado	CTi TV News Channel	Political talk show	5,980
News at Noon and 13:00	TVBS News Channel	News report	425
Reports on the costs of repairing the Legislative Yuan	CTi TV News Channel	News report	230
1600 News	TVBS News Channel	News report	99
1300 Afternoon News	CTi TV News Channel	News report	71
Female-objectification reports on police using water cannons to expel protesters	NextTV News Channel	News report	56
1800 Evening News	CTi TV News Channel	News report	23
Evening news – False reports on the costs of repairing the Legislative Yuan	CTS ( main channel )	News report	19
Ordinary Love	SET Taiwan	Drama	18
Dragon Dance	FTV ( main channel )	Drama	14
54 New Viewpoint	SET News	Political talk show	10

(1) “News Tornado” of CTi TV News Channel received a total of 5,980 complaints.

**Complaints:** The program contained inappropriate female-objectifying language and gesture in the host and guests’ discussion about women’s participation in the student movement. Also, the program exaggerated and twisted the facts without validation in discussing topics related to the Cross-Strait Service Trade Agreement and student movement. The content of the program was out of context and discredited; it generated rumors and even made reference to unauthorized images.

**Action of the NCC:** The female-objectifying content that discriminated against women’s participation in civic and political activities of “News Tornado” broadcasted from 9pm to 11pm on April 4, 2014, was reviewed in the “Consultation Meeting of Radio, Television Programs, and Commercials of NCC” on April 15, 2014. As decided in the 587<sup>th</sup> committee meeting on April 16, “News Tornado” was subjected to immediate correction as well as a fine of TWD500,000 on record, in its violation of the third item of article 17 of the Satellite Broadcasting Act. The complaints about false contents in the program were directed to the CTi TV for reference in writing. The program was asked to follow article 30 of the Satellite Broadcasting Act for making reference to unauthorized images.

(2) “News at Noon and 13:00” of TVBS News Channel received a total of 425 complaints.

**Complaints:** The news report of “Chieh Cheng’s special appetite for spicy goose heart” on May 24, 2014 was overly exaggerated and suspected of producing public panic.

**Action of the NCC:** The complaints to this news report were directed to “Liann Ye Production Co., Ltd.” in writing on June 3, 2014, for review in its own committee of media self-regulation. The results of the review were requested to be released online, and

it is still underway.

(3) “Reports on the costs of repairing the Legislative Yuan” of CTi TV News Channel received a total of 230 complaints.

**Complaints:** The news reported that the costs of repairing the Legislative Yuan would exceed NTD100 million, while the estimated cost for repair was NTD2.85 million by the Legislative Yuan. The news channel failed to validate the information before broadcast. The content was exaggerated, false, and misleading to the general public. The appellant requested the CTi Company to make a correction.

**Action of the NCC:** When the appellant is a party or stakeholder directly involved in the news story, he/she may request for a media correction or reply in writing according to law. Also, the NCC has directed the comments from the general public to the Cti Company for its reference, and asked it to release the subsequent updates on the company website.

(4) “1600 News” of TVBS News Channel received a total of 99 complaints.

**Complaints:** On April 30, 2014, the report of “Change in Ting-Kuei Tsay’s appeal from freeing Shui-Bian Chen to supporting Yi-Hsiung Lin” was potentially false. The reporter took advantage over his/her right of speech during the interview. The story was out of context and filled with the reporter’s personal subjective interpretation in attempt to “exploit the media.” The story expressed the reporter’s presumption and his/her intention to “create news,” which potentially leads to false conclusions.

**Action of the NCC:** On May 9, 2014, the NCC directed the complaints to “Liann Ye Production Co., Ltd.,” which operates the TVBS News Channel, and asked for it to reply with an explanation. The explanation from Liann Ye is as follows: (1) the case numbers of these complaints were in consecutive order, it is skeptical whether such repeated messages in close sequence came from “different individuals who are representative” of most audience. (2) Please direct future cases of similar

complaints to us and close the cases as usual.

(5) “1300 Afternoon News” of CTi TV News Channel received a total of 71 complaints.

**Complaints:** On May 22, 2014, the report of “suspect Chieh Cheng, an obsessed video game player, wore a Yu-Gi-Oh! Card on his neck during the arrest” tried to convey Cheng’s obsession with violence. The content description was over-exaggerated and suspected of creating public panic.

**Action of the NCC:** The NCC directed the complaints to CTi TV News for reference, and asked them to post their progress on dealing with these complaints on their company website.

(6) “Female-objectifying reports on police using water cannons to expel protesters” of NextTV News Channel received a total of 56 complaints.

**Complaints:** During the news report of police using water cannons to expel protesters, one woman’s private body area was accidentally exposed under the water cannon. However, NextTV repeatedly played the accidental exposure in close-up during its news program.

**Action of the NCC:** After evaluating the relevant recordings, the NCC decided that the news content did not meet the criteria for a violation. However, the complaints were compiled and directed to Next TV Broadcasting Limited for reference. The complaints were assigned for review in its ethics committee; more careful editorial and evaluation measures shall be taken in future reports of similar cases.

(7) “1800 Evening News” of CTi TV News Channel received a total of 23 complaints.

**Complaints:** Before reporting female model Ili Cheng’s story of taking off her underwear for a fundraiser on April 20, 2014, the news anchor commented that Ili Cheng’s behavior was a negative example in the eyes of relationship experts. However, Ili Cheng did not actually expose her body at the fundraiser event; neither did

the relationship experts mention “negative example” about Ili Cheng’s actions during the interview. CTi TV News reported out of context, misled the audience, and violated the philosophy of gender equality and human rights according to the “Convention on the Elimination of All Forms of Discrimination against Women,” and “International Covenant on Civil and Political Rights.”

Action of the NCC: The appellant was informed that if he/she is a party or stakeholder directly involved in the news story, he/she may request for a media correction or reply in writing according to law. Upon examination, the above mentioned scenario was not the case; hence the case was closed after a reply has been made to the appellant.

(8) “Evening news – False reports on the costs of repairing the Legislative Yuan” of CTS (main channel) received a total of 19 complaints.

Complaints: On April 10, 2014, the CTS reported that “public donations are not enough to pay off the NTD100 million costs for Legislative Yuan repair.” CTS reported that the loss of the Legislative Yuan exceeded NTD100 million without validation. As it turned out, this amount greatly deviated from the cost of NTD2.85 million as estimated by the Legislative Yuan. The news story was suspected of intentionally misleading the public audience to accept false information. It has violated the principle of realism and balance of media self-regulation.

Action of the NCC: Upon an evaluation of related recordings, the content of this news story was not intended to mislead the audience or violate the regulations of the Radio and Television Act. The complaints were directed to CTS for future improvement and timely replies to appellants. Regarding comments about applying the first item of article 23 of the Radio and Television Act to this case to make error corrections, the NCC has also informed stakeholders to request for CTS to make corrections according to the first item of article 23 and 24 of the Ratio and Television Act as mentioned above.

(9) “Ordinary Love” of SET Taiwan received a total of 18 complaints.

Complaints: The plot is full of actions that disrupt public order and good social customs, such as killing people for money or committing other crimes. The demonstration of crimes and false legal knowledge are not only unrealistic, but also harmful to children and juveniles. In addition, the plot contains many errors and mistakes. The characters placed the electrodes for cardiogram on patients’ heads to detect their brain waves; there are also errors in their demonstration of oxygen transport and intubation therapy. These mistakes on TV may alter the audience’s perceptions of correct medical procedures, and mislead them to take correct medical treatments as incorrect. Finally the program is suspected to contain commercialized scenes that violate the regulations on placement marketing.

Action of the NCC: The programs broadcasted on May 1 and May 26, 2014, respectively contained commercialized scenes that potentially violated the regulations of placement marketing, and plots of holding people as hostages, blackmailing, and threatening to drop the hostages down from a height. The program has been reviewed at the Consultation Meeting of Radio, Television Programs, and Commercials of NCC on July 29, 2014. After the 605<sup>th</sup> committee meeting on August 20, 2014, the NCC has decided to issue respective warnings to the program in writing for improvement. In respective to the complaints on the program’s false medical behaviors and knowledge, the NCC has forwarded them to the Ministry of Health and Welfare, and asked them to process it according to their authority. The actions that disrupt public order and good social customs in the program, such as killing people for money, potentially have harmful effects to children and juveniles. However, they were considered to be within an acceptable realm of dramatic components. In order to minimize the program’s negative impacts on children, the NCC has compiled and forwarded the complaints to the SET Taiwan (for a total of 8 times). Hopefully SET Taiwan will make reference to these complaints for future improvement and

better internal management.

(10) “Dragon Dance” of FTV (main channel) received a total of 14 complaints.

**Complaints:** The actors’ hairstyles are inappropriate for the Qing Dynasty; their makeup and lipsticks are too thick. The show is too lengthy, and contains plots that are inappropriate for the prime time, such as self-mutilation and drug-facilitated rape.

**Action of the NCC:** The complaints about actors’ hairstyles and makeup belong to the producers’ realm of creation and editing. The concern about the show being too lengthy has been forwarded to the FTV for their reference. The complaints about plots of self-mutilation and drug-facilitated rape are still considered to be acceptable components of drama; hence they do not constitute a violation of the Radio and Television Act. Indeed, the plot design has room for improvement; the NCC has directed the complaints to the FTV in writing.

(11) “54 New Viewpoint” of SET News received a total of 10 complaints.

**Complaints:** Before the criminal case of the unfortunate attack on Taipei Metro entered into trial, the guests on the program claimed the killer to be a person with Asperger’s syndrome. This has violated article 74 of the Protection Act for Rights and Interests of (Physically and Mentally) Disabled Citizens, article 23 of the Mental Health Act, and article 17 of the Satellite Broadcasting Act. Other complaints to the program included making reference to unauthorized images and presenting false content.

**Action of the NCC:** The complaints about the program’s discussion of Chieh Cheng in stigmatizing people with Asperger’s syndrome have been directed to SET News in writing on May 29, 2014. The company was asked to follow article 30 of the Satellite Broadcasting Act. The complaints about the program’s violation of the Mental Health Act and the Protection Act for Rights and Interests of (Physically and Mentally) Disabled

Citizens were forwarded to the Ministry of Health and Welfare on May 29 for their determination. On June 12, the NCC received a letter of determination from the Taipei City Government via the Ministry of Health and Welfare, which indicated that the program has not yet violated the regulations pertaining to the Mental Health Act. Finally, the complaints about false reports were also forwarded to SET News for future reference.

## ◆ Complaints - Radio

Figure 5 shows that amongst the 176 complaints concerning radio, 117 (66.5%) were about “music programs,” followed by 27 (15.3%) about “comprehensive programs<sup>5</sup>,” 24 (13.6%) about “programs of other types,” and 8 (4.5%) about “news reports and political talk shows:”

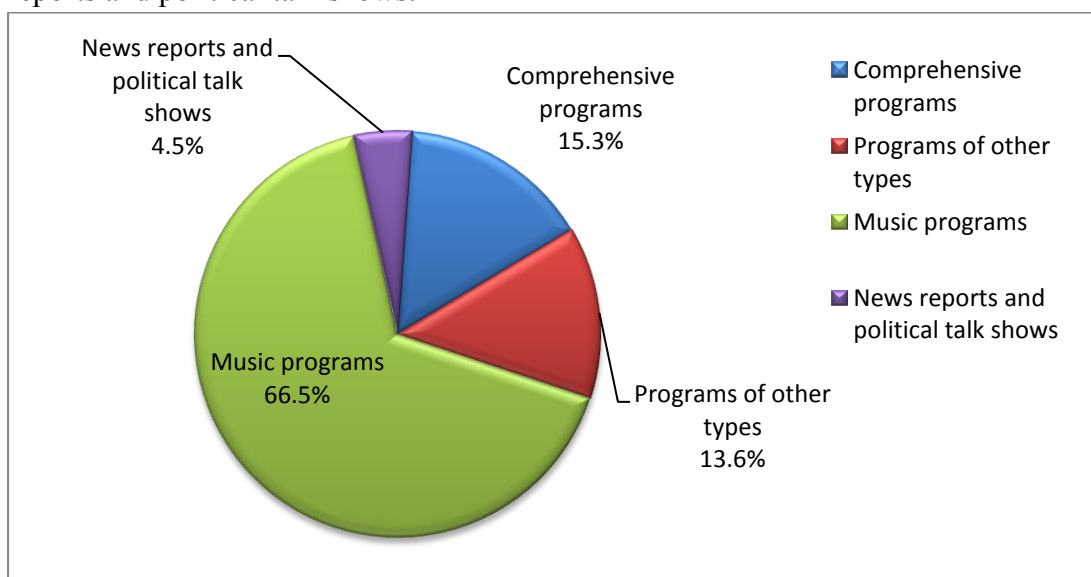


Figure 5: Complaints about Radio by Program Types (Q2 2014)

Amongst the inappropriate types of radio programs/commercials, “comments on the contents and wording of certain channels/programs/commercials” topped the list with 80 complaints (45.5%), followed by 77 (43.8%) “suggestions on the overall broadcasting policies/regulations or NCC’s administration.” The total number of these two types of complaints amounted to 157 cases, accounting for 89.3% of all

<sup>5</sup>Comprehensive programs consist of diverse program contents, or the audience did not complain about specific program.



complaints about radio programs/commercials. Please see Table 9 for more information:

<b>Table 9: Complaints: General radio programs/commercials by type of inappropriate content (Q2 2014)</b>				
<b>Complaint type</b>	<b>Inappropriate content</b>	<b>Cases</b>	<b>%</b>	
Radio programs/ commercials	Disrupting public order or adversely affecting good social customs	7	3.9%	
	False or unjust contents	4	2.3%	
	Harmful contents for children and juveniles	4	2.3%	
	No distinction between programs and commercials	3	1.7%	
	Inappropriate contents or broadcast time of commercials	1	0.5%	
	Other	Comments on the contents and wording of certain channels/programs/commercials	80	45.5%
		Suggestions on the overall broadcasting policies/regulations or NCC's administration	77	43.8%
<b>Total</b>		<b>176</b>	<b>100.0%</b>	