



2016 First Quarter (January – March) NCC Report on Broadcasting Content Complaints

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media; the supervision of broadcasting contents and operations are its primary responsibilities. This report is an analysis of complaints submitted by the general public and a record of broadcasting violations; it also incorporates public complaints concerning broadcasting operations. The objective of this report is to update the general public with recent information on the supervision of broadcasting contents as well as operations by the NCC.

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 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) 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 first quarter of 2016 (January to March).

◆Complaints – Overall

According to the data on complaints about the contents of television and radio

compiled in the first quarter of 2016 (January to March), 538¹ complaints were made in total: 515 against television contents (95.7%), 23 against radio contents (4.3%). Please see Figure 1.

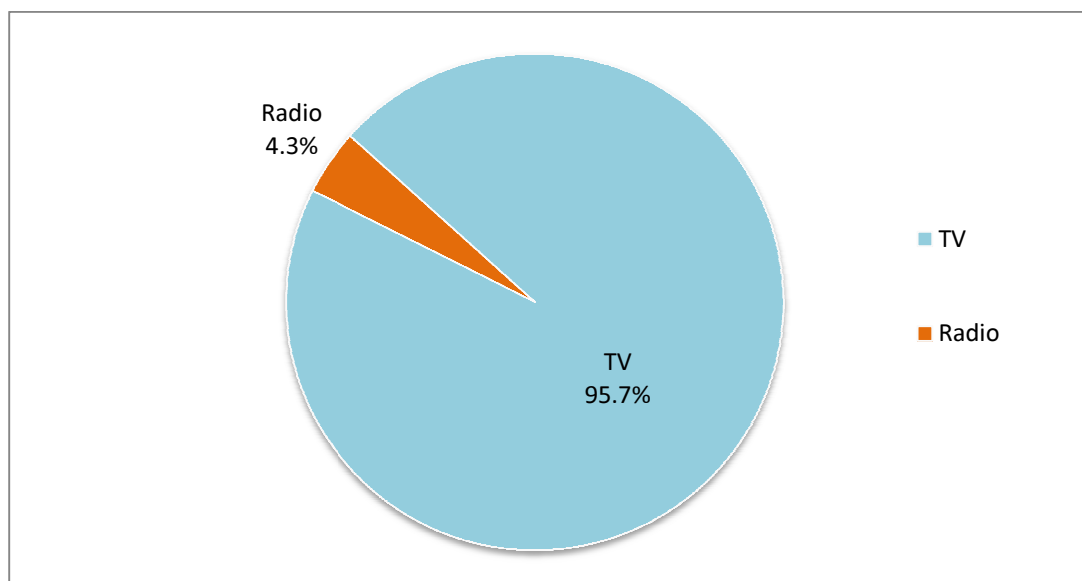


Figure 1: Complaints by Media Types (Q1 2016)

Table 1 shows that of the total 538 complaints, 243 cases (45.2%) and 194 cases (36.1%) were submitted by males and females respectively; another 101 cases (18.8%) were made by people not specifying their gender.

Table 1: Complaints by Gender (Q1 2016)			
	Male	Female	Unspecified
TV	230	191	94
Radio	13	3	7
Total	243	194	101
Percentage	45.2%	36.1%	18.8%

Figure 2 shows that 238 complaints (44.2%) were made through the NCC's Broadcasting Content Complaints Website specifically set up by NCC, while 300 cases (55.8%) were through other means, such as telephone, email, and cases forwarded from other agencies.

¹ A total of 40 invalid cases not related to TV or radio were excluded.

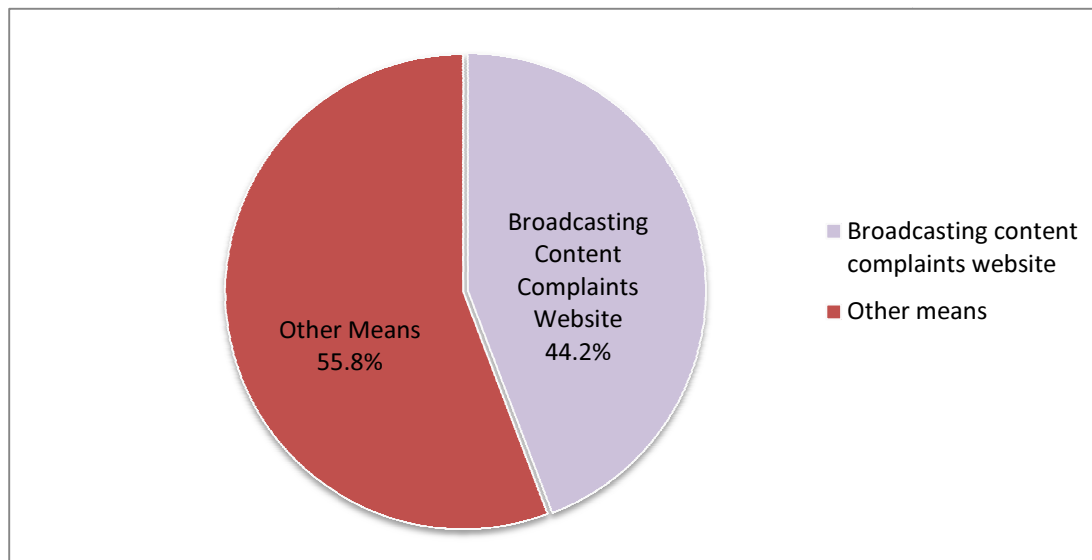


Figure 2: Means of Filing Complaints (Q1 2016)

As shown by Table 2, 506 complaints (94.1%) of the 538 complaints against TV and radio pertained to inappropriate content, while 32 (5.9%) of the complaints were specific to business operations. Of the complaints against inappropriate content, 134 complaints (24.9%) were “comments on the contents or wording of certain channels (radios)/programs/commercials,” followed by 83 (15.4%) about “false or unjust contents,” 52 (9.7%) were “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” 47 (8.7%) about “no distinction between programs and commercials,” and 42 (7.8%) about “harmful contents for children and juveniles.” The total number of these top five types of complaints amounted to 357 cases, accounting for 66.5% of all complaints. Please see Table 2 for the numbers and percentages of other types.

	Item	Cases	%
Content	Comments on the contents or wording of certain channels (radios)/programs/commercials ²	134	24.9%
	False or unjust contents	83	15.4%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration ³	52	9.7%

² For example, hosts or guests express inappropriate opinions, inappropriate content of news broadcast, financial and stock programs influence the market, program content involves supernatural or miraculous events, etc.

³ Suggestions include increase programs in Taiwanese, improve the quality of broadcasting of disasters, reduce news stories on violent crimes, and increase the number of cable TV channels,

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	No distinction between programs and commercials	47	8.7%
	Harmful contents for children and juveniles	42	7.8%
	Disregard for professional ethics of journalism	38	7.1%
	Disrupting public order or adversely affecting good social customs	28	5.2%
	Inappropriate contents or broadcast time of commercials	28	5.2%
	Overly frequent replays	26	4.8%
	Changes without prior announcement	7	1.3%
	Inquiries for regulations/information	6	1.1%
	Others	4	0.7%
	Inappropriate program ratings	4	0.7%
	Overrunning commercials	3	0.6%
	Technical problems with radio or TV reception, image quality, and sound volume	3	0.6%
	Total	506	94.1%
Operation	Issues regarding program planning/production/broadcasting	15	2.8%
	Inappropriate customer service attitude	9	1.7%
	Issues related to license conditions	4	0.7%
	Issues related to the number of channels or constant frequency	3	0.6%
	Inquiries for information about the station's operations	1	0.2%
	Total	32	5.9%
Grand Total		538	100.0%

◆Complaints – Television

Of the 515 complaints about television programs, most were against “news reports,” with 265 cases (51.5%) followed by 114 (22.1%) against “general programs⁴,” 31 (6.0%) against “commercials,” 31 (6.0%) against “non-specific programs,” 30 (5.8%) against “issues in operation and management,” 26 (5.0%)

games and commercial management, etc.

⁴ General programs include drama, variety shows, children’s programs, and programs about folk religion, capital stock, and sports.

against “political talk shows,” and 18 (3.5%) against “general talk shows.” Please see Figure 3 for details.

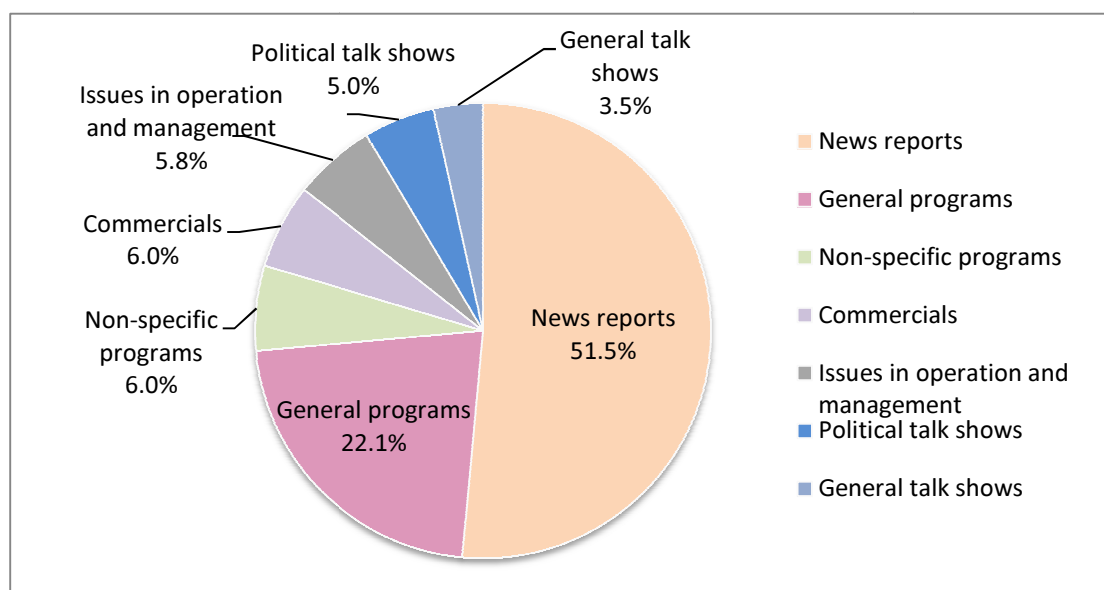


Figure 3: Complaints made against types of TV programs (Q1 2016)

It can be seen from Table 3 that amongst the 265 complaints about TV news reports, 64 complaints (24.2%) were “comments on the contents or wording of certain channels/programs/commercials,” followed by 54 (20.4%) about “false or unjust contents,” 38 (14.3%) “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” and 38 (14.3%) about “disregard for professional ethics of journalism.” The total number of these top four types of TV news report complaints amounted to 194 cases; details are listed in Table 3:

Table 3: Complaints about TV News Reports by Type of Inappropriate Content (Q1 2016)

Program type	Inappropriate content	Cases	%
News reports	Comments on the contents or wording of certain channels/programs/commercials	64	24.2%
	False or unjust contents	54	20.4%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	38	14.3%
	Disregard for professional ethics of journalism	38	14.3%
	No distinction between programs and commercials	28	10.6%

	Harmful contents for children and juveniles	14	5.3%
	Overly frequent replays	14	5.3%
	Disrupting public order or adversely affecting good social customs	9	3.4%
	Inappropriate contents or broadcast time of commercials	4	1.5%
	Overrunning commercials	2	0.8%
Total		265	100.0%

Figure 4 indicates that amongst the 114 complaint cases about TV general programs, the largest proportion were the 60 cases (52.6%) about “dramas,” followed by 21 (18.4%) about “variety shows,” 19 (16.7%) about “children’s programs”, 5 (4.4%) about “infomercial programs,” 4 (3.5%) about “folk religion,” 3 (2.6%) about “capital stock programs,” and 2 (1.8%) about “sports programs.”

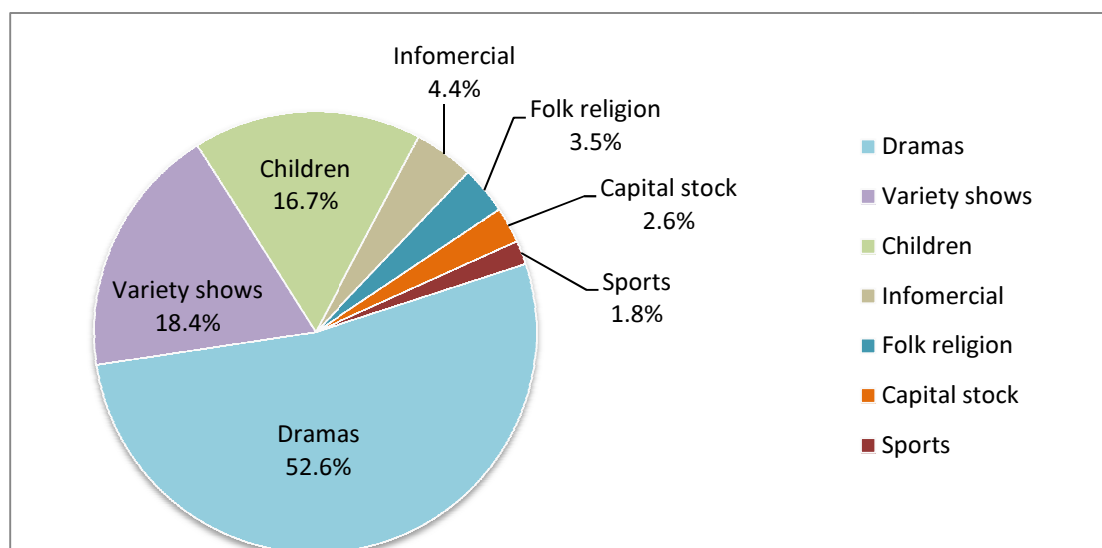


Figure 4: Complaints about Television Content: by Types of General Programs (Q1 2016)

Furthermore, an analysis on the types of inappropriate contents of general programs shows that “comments on the contents and wording of certain channels/programs/commercials” topped the list with 35 complaints (30.7%), followed by 25 complaints (21.9%) about “harmful contents for children and juveniles,” and 13 complaints (11.4%) concerning “no distinction between programs and commercials.” The total number of these top three types of complaints amounted to 73 cases. Please see Table 4 for more details:

Table 4: Complaints about TV General Programs by Type of Inappropriate Content (Q1 2016)

Program type	Inappropriate content	Cases	%
General programs	Comments on the contents and wording of certain channels/programs/commercials	35	30.7%
	Harmful contents for children and juveniles	25	21.9%
	No distinction between programs and commercials	13	11.4%
	Disrupting public order or adversely affecting good social customs	12	10.5%
	Overly frequent replays	8	7.0%
	False or unjust contents	6	5.3%
	Changes without prior announcement	5	4.4%
	Inappropriate program ratings	4	3.5%
	Suggestions on the overall broadcasting policies/regulations or NCC's administration	2	1.8%
	Inappropriate contents or broadcast time of commercials	2	1.8%
	Technical problems with radio or TV reception, image quality, and sound volume	1	0.9%
	Others	1	0.9%
	Total		114

Amongst the 31 complaints about TV commercials, the largest proportion were the 21 cases (67.7%) about “inappropriate contents or broadcast time of commercials,” followed by 3 (9.7%) about “overly frequent replays,” and 3 (9.7%) “comments on the contents and wording of certain channels/programs/commercials.” The total number of these three types of complaints amounted to 27 cases. Please see Table 5 for details.

Table 5: Complaints about Television Commercials by Type of Inappropriate Content (Q1 2016)

Program type	Inappropriate content	Cases	%
TV Commercials	Inappropriate contents or broadcast time of commercials	21	67.7%
	Overly frequent replays	3	9.7%
	Comments on the contents and wording of certain channels/programs/commercials	3	9.7%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	2	6.5%
	False or unjust contents	1	3.2%
	Disrupting public order or adversely affecting good social customs administration	1	3.2%
Total		31	100.0%

Table 6 shows that of the 44 complaints about TV talk shows⁵, the largest proportion were the 22 (50.0%) concerning “comments on the contents and wording of certain channels/programs/ commercials,” followed by 10 (22.7%) “false or unjust contents.” The total number of these two types of complaints amounted to 32 cases. Please see Table 6 for details:

Table 6: Complaints about TV Talk Shows by Type of Inappropriate Content (Q1 2016)

Program type	Inappropriate content	Cases	%
TV talk shows	Comments on the contents and wording of certain channels/programs/commercials	22	50.0%
	False or unjust contents	10	22.7%
	Disrupting public order or adversely affecting good social customs	5	11.4%
	Harmful contents for children and juveniles	3	6.8%
	No distinction between programs and commercials	2	4.5%
	Disregard for professional ethics of journalism	1	2.3%
	Inappropriate contents or broadcast time of commercials	1	2.3%
Total		44	100.0%

⁵ Includes both general and political talk shows.

Each of the following programs in the first quarter of 2016 (January to March) received 10 complaints or more: the drama “Taste of Life” of SET Taiwan, and the news report “Dropping Out of Grade 8 for Korea’s Dark Entertainment Industry—Tzuyu Chou’s Journey to Stardom” of ERA News. Please see Table 7 for more information.

Table 7: Complaints about TV programs (Q1 2016)			
Name of Program	Channel	Type	Cases
Taste of Life	SET Taiwan	Drama	13
Dropping Out of Grade 8 for Korea’s Dark Entertainment Industry—Tzuyu Chou’s Journey to Stardom	ERA News	News report	10

(1) “Taste of Life” of SET Taiwan received a total of 13 complaints.

Complaints: The program broadcast ran overtime; the plot deviated from the theme, and the content was ridiculous. The appearance of plots such as extramarital affair, violence, struggle for power, and bad guys’ victory can bring negative influences to children and juveniles. It is not appropriate to broadcast this drama for families during prime time because it adversely affects good social customs.

Action of the NCC: While the NCC respects the media’s professional autonomy and editorial freedom, it will take actions according to the laws if the program content clearly violated legal regulations. Regarding the public complaint about running overtime, the NCC has forwarded the public complaints to SET for reference, since the current Satellite Broadcasting Act does not contain related regulations. An examination of the drama plot and scenes did not find the content of extramarital affair,, violence, and struggle for power to clearly violate any regulations; they were determined to be within the realm of plot development. However, considering the drama

connotations may bring negative influences to society, the NCC not only forwarded the public complaints to SET for their reference (for a total of 8 times), but also asked them to conduct more rigorous reviews and work on improvements to avoid penalties.

(2) The news report “Dropping Out of Grade 8 for Korea’s Dark Entertainment Industry—Tzuyu Chou’s Journey to Stardom” of ERA News received a total of 10 complaints.

Complaints: The news report contained inappropriate use of language as it used words such as “bully” and “gang” to smear Tzuyu Chou.

Action of the NCC: In addition to replying the petitioners about the litigant’s rights to make corrections and defend as outlined in the Satellite Broadcasting Act, the NCC also forwarded the complaints to ERA Communications Inc. for their consideration. As the company replied to petitioners in writing and kept the NCC on copy, the news report quoted from the most recent issue of Next Magazine. The headline was written with positive, optimistic wording and the company had no bad intention to smear Tzuyu Chou’s image.

◆Complaints - Radio

Figure 5 shows that amongst the 23 complaints concerning radio, 9 cases (39.1%) were about “comprehensive programs⁶,” followed by 6 (26.1%) about “programs of other types;” the remaining complaints were 3 (13.0%) about “musical programs,” 3 (13.0%) about “news reports and political talk shows,” and 2 cases (8.7%) about “issues in operation and management.” Please see Figure 5 for more details:

⁶ Comprehensive programs consist of diverse program contents; otherwise viewers did not complain about a specific program.

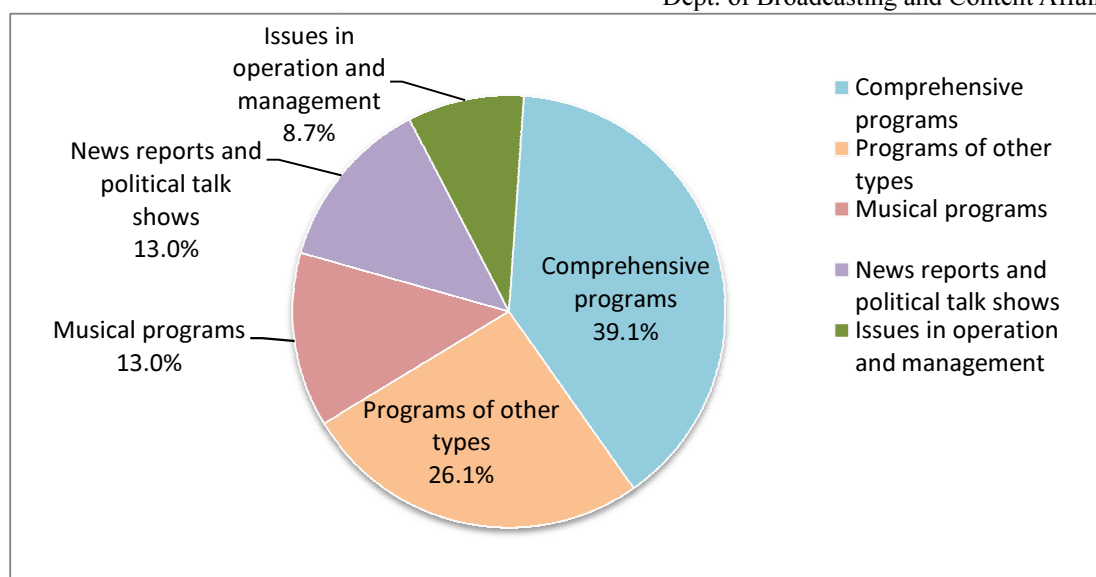


Figure 5: Complaints about Radio by Program Types (Q1 2016)

Amongst the complaints from the general public, Table 8 shows that 21 of the complaints (91.3%) were about inappropriate content, while 2 of the complaints (8.7%) pertained to business operation. Of all the complaints about inappropriate content, “suggestions on the overall broadcasting policies/regulations or NCC’s administration” topped the list with 6 complaints (26.1%), followed by 5 (21.7%) about “false or unjust contents,” and 5 (21.7%) “comments on the contents and wording of certain channels/programs/commercials.” The total number of these three types of complaints amounted to 16 cases, accounting for 69.6% of all complaints about radio programs. Please see Table 8 for more information:

Table 8: Complaints: General radio programs by type of inappropriate content and operation projects (Q1 2016)

Complaint type	Inappropriate content	Cases	%
Content	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	6	26.1%
	False or unjust contents	5	21.7%
	Comments on the contents and wording of certain channels/programs/commercials	5	21.7%
	No distinction between programs and commercials	3	13.0%
	Disrupting public order or adversely affecting good social customs	1	4.3%
	Overrunning commercials	1	4.3%

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	Total	21	91.3%
Operation	Issues related to license conditions	1	4.3%
	Inquiries for information about the station's operations	1	4.3%
	Total	2	8.7%
Total		23	100.0%