



## **2017 Fourth Quarter (October – December)**

### **NCC Report on Broadcasting Supervision**

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 not only provides an analysis of public complaints concerning broadcasting content and business operation, but also a record of violations of broadcasting regulations in the industry. It aims to help the public understand the status of broadcasting supervision, as well as allow participation in the supervision of radio and television media.

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](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.

Meanwhile, in order to establish a policy framework that not only holds the accountable for content, but also includes self-disciplinary measures undertaken by broadcasters, the NCC overhauled the mechanism for broadcasting complaints and complaints processing procedure. From December 11, 2017, certain cases are transferred to the business companies in question for internal processing. By doing so, the NCC expects the complaints website to become a platform that facilitates communication between the public and media enterprises.

This report shows only the statistical evidence of complaints regarding

radio and TV media. 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 radio and TV media in the fourth quarter of 2017 (October to December).

Cases regarding broadcasting business have been divided into three main sections: broadcasting complaints overview, major complaints against television and radio, and TV cases processed by the NCC; these sections have been analyzed and reported accordingly.

## ◆ Broadcasting Complaints Overview

According to the data on complaints about television and radio compiled during the fourth quarter of 2017 (October to December), 358<sup>1</sup> complaints were made in total: 316<sup>2</sup> against television (88.3%), and 42 against radio (11.7%). Please see Figure 1.

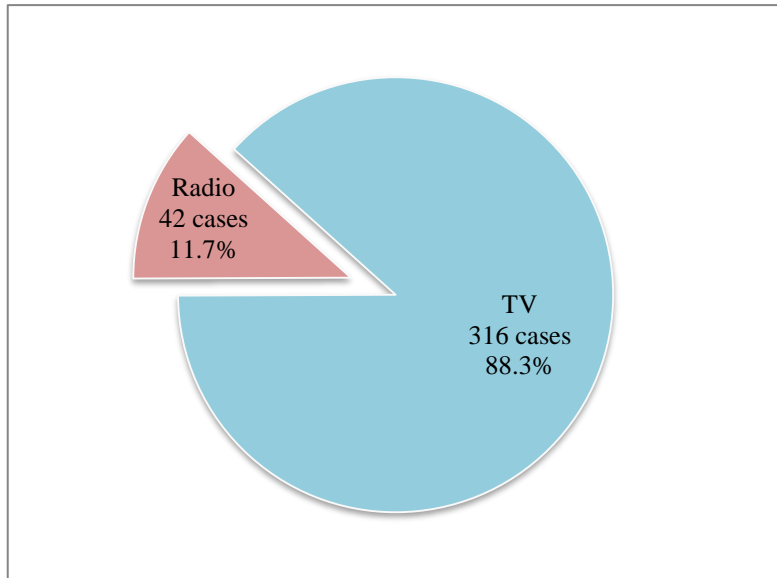


Figure 1: Complaints by Media Types (Q4 2017)

Table 1 shows that of the total 358 complaints, 162 cases (45.3%) and 130 cases (36.3%) were submitted by males and females respectively; another 66 cases (18.4%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Complaints by Gender (Q4 2017)				
	Male	Female	Unspecified	Total
<b>TV</b>	145	111	60	316
<b>Radio</b>	17	19	6	42
<b>Total</b>	162	130	66	358
<b>Percentage</b>	45.3%	36.3%	18.4%	100.0%

Figure 2 shows that 165 complaints (46.1%) were made through the

<sup>1</sup> A total of 71 invalid cases not related to TV or radio were excluded.

<sup>2</sup> Out of the 316 cases, 3 were transferred to TV enterprises for internal processing.

NCC’s Broadcasting Content Complaints Website specifically set up by NCC, while 193 cases (53.9%) were through other means, such as telephone, email, and cases forwarded from other agencies.

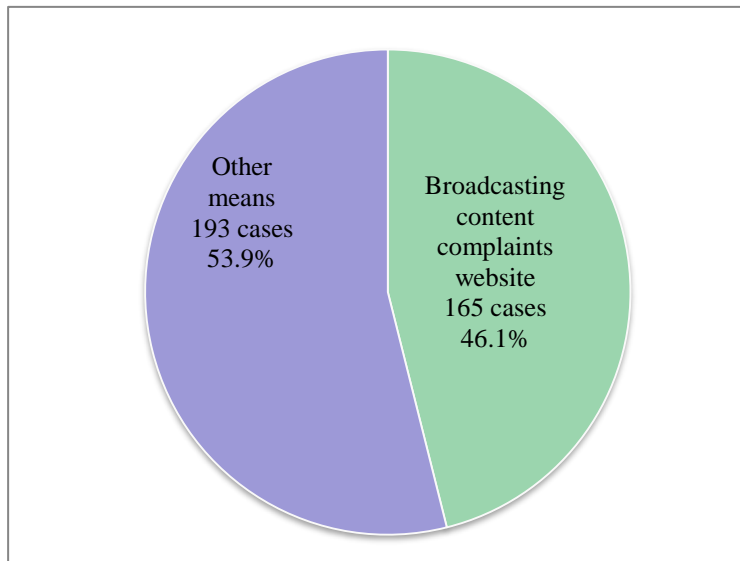


Figure 2: Means of Filing Complaints (Q4 2017)

Table 2 shows that 330 complaints (92.2%) of the 358 complaints against TV and radio pertained to inappropriate content, while 28 (7.8%) of the complaints were specific to business operations. Of all the complaints, 90 (25.1%) were concerning “disregard for professional ethics of journalism,” followed by 57 (15.9%) about “false or unjust contents,” 52 (14.5%) “comments on the contents or wording of certain channels (radios)/programs/commercials,” 24 (6.7%) concerning “disrupting public order or adversely affecting good social customs,” and 24 (6.7%) concerning “no distinction between programs and commercials.” The total number of these top five types of complaints amounted to 247 cases, accounting for 68.9% of all complaints. Please see Table 2 for the numbers and percentages of other types.

Table 2: Complaints by Inappropriate Category (Q4 2017)			
	Item	Cases	%
<b>Content</b>	Disregard for professional ethics of journalism	90	25.1%
	False or unjust contents	57	15.9%
	Comments on the contents or wording of certain channels (radios)/programs/commercials	52	14.5%
	Disrupting public order or adversely affecting good social customs	24	6.7%
	No distinction between programs and commercials	24	6.7%

	Inappropriate contents or broadcast time of commercials	21	5.9%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	21	5.9%
	Harmful contents for children and juveniles	14	3.9%
	Commercial violations (including broadcasting time, length and content)	8	2.2%
	Others <sup>3</sup>	19	5.3%
	<b>Subtotal</b>	<b>330</b>	<b>92.2%</b>
<b>Operation</b>	Issues regarding program planning/production/broadcasting	10	2.8%
	Issues about the management of radio and TV operations	6	1.7%
	Inappropriate customer service attitude	5	1.4%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	4	1.1%
	Others <sup>4</sup>	3	0.8%
	<b>Subtotal</b>	<b>28</b>	<b>7.8%</b>
<b>Total</b>		<b>358</b>	<b>100.0%</b>

Of the 330 complaints about inappropriate radio and television content, there were 293 complaints against television. A further analysis on the program type showed that most were against “news reports,” with 157 cases (53.6%) followed by 51 (17.4%) against “general programs<sup>5</sup>,” 36 (12.3%) against “non-specific programs,” 33 (11.3%) against “commercials,” 8 (2.7%) against “political talk shows,” and 8 (2.7%) against “general talk shows.” Please see Figure 3 for details.

<sup>3</sup> Other items of inappropriate content included “inquiries for regulations/information, overly frequent replays, inappropriate program ratings, overrunning commercials and, and illegal use of on-screen news flashes.”

<sup>4</sup> Other items of inappropriate operation included issues related to license conditions, technical problems with radio or TV reception, image quality, and sound volume, and inquiry about information on TV and radio operations.

<sup>5</sup> General programs included drama, variety shows, children’s programs, programs about infomercial information, folk religion, capital stock, and sports.

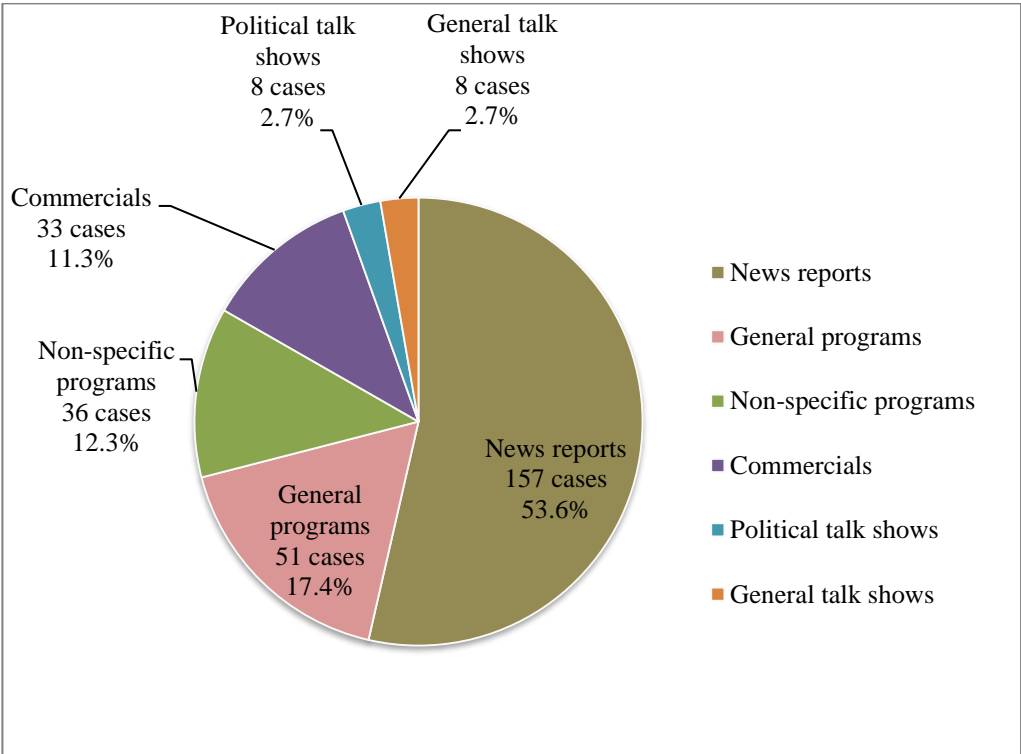


Figure 3: Complaints made against types of TV programs (Q4 2017)

Of the 37 complaints against radio, most were regarding “variety shows<sup>6</sup>” with 27 cases (73.0%), followed by 6 (16.2%) about “news reports and political programs,” and 4 (10.8%) concerning “programs of other types.” Please see Figure 4 for more information:

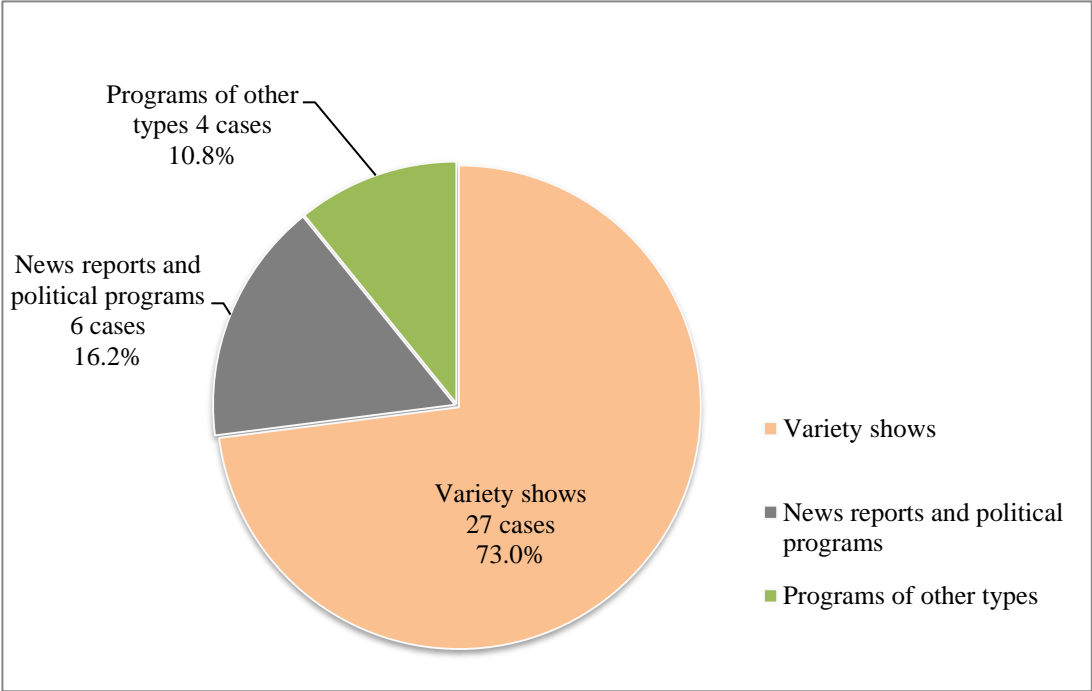


Figure 4: Complaints made against types of radio programs (Q4 2017)

<sup>6</sup> Variety shows either referred to highly diverse program content or when the public did not specify a specific program.

## ◆ Major Complaints against Television

It can be seen from Table 3 that most of the complaints against television were in the categories of “news reports” and “general programs.” Amongst the 157 complaints about TV news reports, 86 complaints (54.8%) were about “disregard for professional ethics of journalism,” followed by 26 (16.6%) concerning “false or unjust contents” and 18 (11.4%) “comments on the contents or wording of certain channels/programs/commercials.” The total number of these top three types of TV news report complaints amounted to 130 cases, accounting for 82.8% of all TV news report complaints; details are listed in Table 3:

**Table 3: Complaints about TV News Reports by Inappropriate Category (Q4 2017)**

Type	Inappropriate category	Cases	%
News reports	Disregard for professional ethics of journalism	87	55.4%
	False or unjust contents	26	16.6%
	Comments on the contents or wording of certain channels/programs/commercials	18	11.4%
	Disrupting public order or adversely affecting good social customs	12	7.6%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	7	4.5%
	Others <sup>7</sup>	7	4.5%
Total		157	100.0%

Figure 5 indicates that amongst the 51 complaint cases about TV general programs, the largest proportion were the 29 cases (56.9%) about “dramas,” followed by 12 (23.5%) about “variety shows,” 3 (5.9%) each about “infomercial programs” and “capital stock programs,” 2 (3.9%) about “sports programs,” and 1 (2.0%) each about “children’s programs” and “folk religion.” Please see Figure 5 for more details:

<sup>7</sup> Other items of inappropriate news reports included overly frequent replays, inappropriate program ratings, inquiries for regulations/information, harmful contents for children and juveniles, and no distinction between programs and commercials.

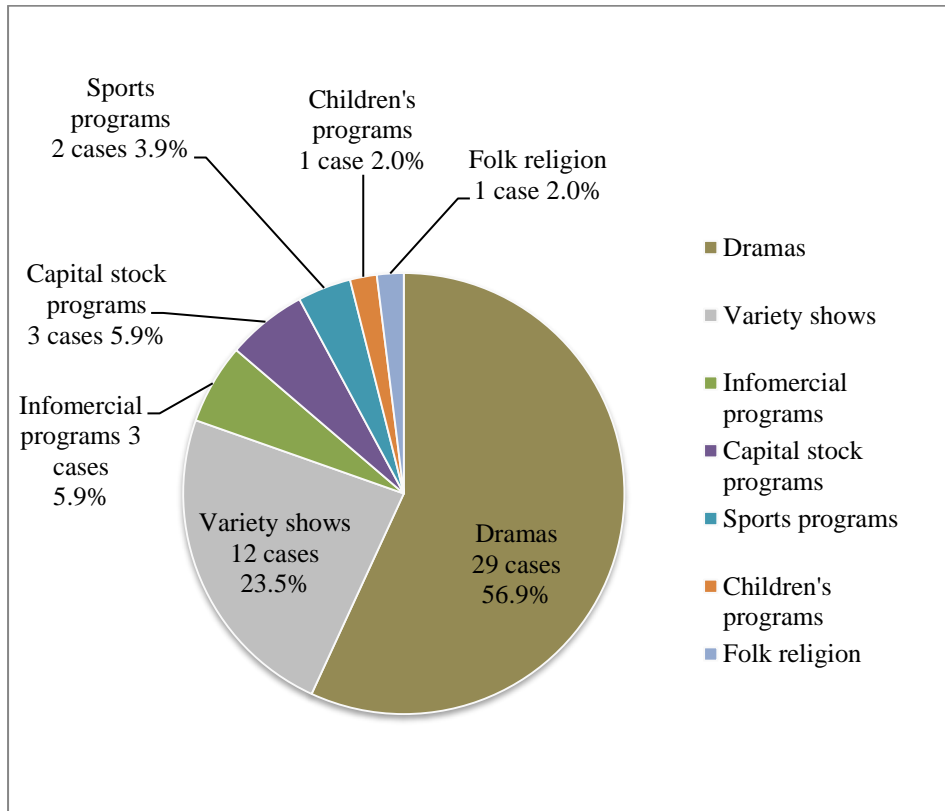


Figure 5: Complaints about TV by Types of General Programs (Q4 2017)

Furthermore, an analysis on the types of inappropriate contents of general programs shows that “comments on the contents and working of certain channels/programs/commercials” topped the list with 16 complaints (31.4%), followed by 8 (15.7%) each concerning “disrupting public order or adversely affecting good social customs” and “no distinction between programs and commercials.” The total number of these top three types of complaints amounted to 32 cases, accounting for 62.8% of all complaints against TV general programs. Please see Table 4 for more details:

Type	Inappropriate category	Cases	%
<b>General programs</b>	Comments on the contents and wording of certain channels/programs/commercials	16	31.4%
	Disrupting public order or adversely affecting good social customs	8	15.7%
	No distinction between programs and commercials	8	15.7%
	Harmful contents for children and juveniles	4	7.8%



Others <sup>8</sup>	15	29.4%
<b>Total</b>	<b>51</b>	<b>100.0%</b>

During the fourth quarter of 2017 (October to December), the following programs received more than 10 complaints: the news report on “acid attack at National Taiwan University” by CTS. Please see Table 5 for more information.

<b>Table 5: Complaints about TV programs (Q4 2017)</b>			
<b>Program Name</b>	<b>Channel</b>	<b>Type</b>	<b>Cases</b>
Acid Attack at National Taiwan University	CTS	News report	75

**1. “Acid Attack at National Taiwan University” of CTS received a total of 75 complaints.**

Complaints: The report entitled, “One Casualty and Three injured in the Acid Attack at National Taiwan University—Suspected Emotional Dispute between Two Men—Master’s Student at National Taiwan University of Science and Technology Committed Suicide” by CTS on October 20, 2017 (hereafter referred to as the controversial report) displayed images of injured victims showering at the hospital as an emergency measure to treat the acid attack. The main complaints included:

- (1) During the NTU acid attack, CTS reporters secretly recorded victims’ naked bodies in spite of medical personnel’s forbiddance. These behaviors were not for any charitable causes. Moreover, they breached the victims’ privacy and disregard the professional ethics of journalism
- (2) The controversial report was not only broadcast on TV, but it also circulated on YouTube.
- (3) The reporters were suspected to have excessively exposed the related personnel’s conditions.

<sup>8</sup> Other items of inappropriate general programs included false or unjust contents, inappropriate program ratings, illegal use of on-screen news flashes, overly frequent replays, suggestions on the overall broadcasting policies/regulations or NCC’s administration, commercial violations (including broadcasting time, length, and content), and inappropriate commercial content or broadcasting time.

Action of the NCC: (1) Upon receipt of the public complaints in the afternoon of October 20, the NCC immediately initiated related administrative procedures. Here is a brief description of the process: after inspecting the controversial report, it was deemed inappropriate although the preliminary analysis did not find any legal violations. The NCC immediately called the CTS news department around 5pm on that day to understand the controversial report's editing and interviewing process, as well as whether the news images were inappropriate. The NCC also adopted the necessary measures to handle the issue. After discussion, the CTS news department replied to the NCC before 6pm on the same day: the channel had removed the controversial report from its website and removed the inappropriate images from the news. No further images of female security guard's emergency shower at the hospital will be shown. The evening broadcast on that day and the news broadcast on the following day were inspected by the NCC, which duly noted no inappropriate images were being displayed.

(2) In relation to the ethics of journalism, the controversial report continued to be discussed by public opinion after its broadcast. CTS convened its self-regulatory committee and held an extraordinary general meeting on October 23 to review the controversial report and respond to the complaints from society. The meeting minutes have been uploaded to the website for public review.

(3) The NCC compiled the complaints and forwarded them to CTS. This reminded CTS to pay attention to public opinions and take internal control as necessary.