



2018 First Quarter (January – March) 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 is not only an analysis of public complaints about broadcasting content and business operation, but it is also the NCC's record of the 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 (<https://i.win.org.tw/iWIN/>) 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 create a policy-governing environment that holds the media engaged, self-regulatory, and accountable, the NCC enhanced the mechanism for broadcasting complaints and revolutionized the complaints processing procedure. Since December 11, 2017, certain cases are transferred to the business companies 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 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 first quarter of 2018 (January to March). Complaint cases are divided into three main sections and are analyzed and reported accordingly.

◆ Broadcasting Complaints Overview

According to the data on complaints about television and radio compiled during the first quarter of 2018 (January to March), 335¹ complaints were made in total: 303 against television (90.4%; seven were forwarded to television enterprises to manage), and 32 against radio (9.6%). Please see Figure 1.

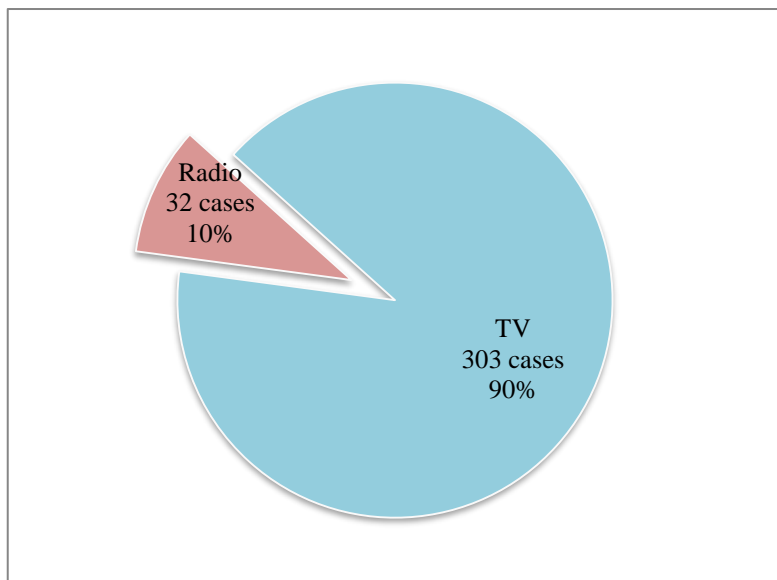


Figure 1: Complaints by Media Type (Q1 2018)

Table 1 shows that of the total 335 complaints, 190 cases (56.7%) and 61 cases (18.2%) were submitted by males and females respectively; another 84 cases (25.1%) were made by people either not specifying or unwilling to disclose their gender.

	Male	Female	Unspecified	Total
TV	173	54	76	303

¹ A total of 43 invalid cases not related to TV or radio were excluded.

Radio	17	7	8	32
Total	190	61	84	335
Percentage	56.7%	18.2%	25.1%	100.0%

Figure 2 shows that 167 complaints (49.9%) were made through the NCC’s Broadcasting Content Complaints Website specifically set up by NCC, while 168 cases (50.1%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

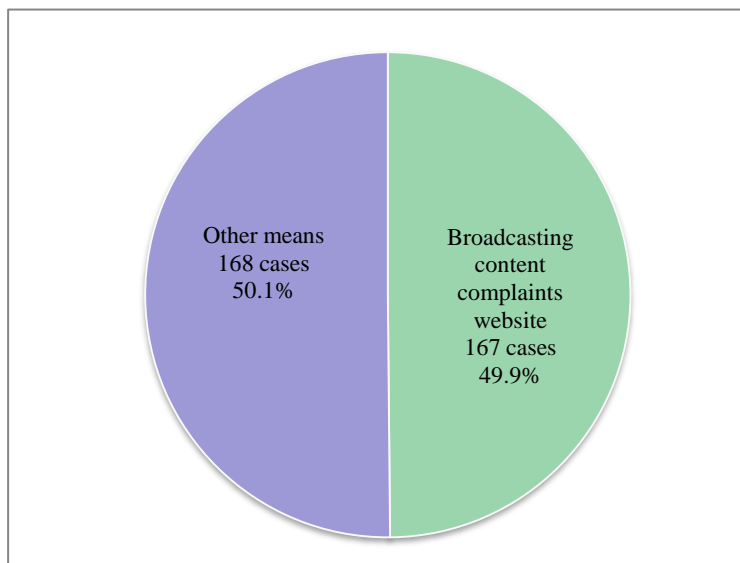


Figure 2: Means of Filing Complaints (Q1 2018)

Table 2 shows that 281 complaints (83.9%) of the 335 complaints against TV and radio pertained to inappropriate content, while 54 (16.1%) of the complaints were specific to business operations. The two most common kinds of complaints were the 45 (13.4%) “comments on the contents or wording of certain channels (radios)/programs/commercials” and 45 complaints (13.4%) concerning “false or unjust contents.” There were also 36 complaints (10.7%) regarding “no distinction between programs and commercials,” 33 complaints (9.9%) concerning the “disregard for professional ethics of journalism,” and 29 complaints (8.7%) about “disrupting public order or adversely affecting good social customs.” The total number of these top five types of complaints amounted to 188 cases, accounting for 56.1% of all complaints. Please see Table 2 for the numbers and percentages of other types.

Table 2: Complaints by Inappropriate Content (Q1 2018)			
Item		Cases	%
Content	Comments on the contents or wording of certain channels (radios)/programs/commercials	45	13.4%

	False or unjust contents	45	13.4%
	No distinction between programs and commercials	36	10.7%
	Disregard for professional ethics of journalism	33	9.9%
	Disrupting public order or adversely affecting good social customs	29	8.7%
	Commercial violations (including broadcasting time, length and content)	22	6.6%
	Harmful content for children and juveniles	16	4.8%
	Business operations suggestions for NCC	15	4.5%
	Regulations/information inquiries	14	4.2%
	Other ²	26	7.8%
	Subtotal	281	83.9%

Operations	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	17	5.1%
	Issues regarding program planning/production/broadcasting	16	4.8%
	Technical issues, including reception, image quality and volume	7	2.1%
	Issues about the management of radio and TV operations	7	2.1%
	Inquiries about channel establishment, license renewal and evaluation processes	3	0.9%
	Other ³	4	1.2%
	Subtotal	54	16.1%
Total		335	100.0%

² Other complaints about inappropriate content included: “overly frequent replays,” “inappropriate program ratings,” “inappropriate content or broadcast time of commercials,” “program rescheduling without prior notice,” “overrunning commercials,” and “sexually discriminatory content.”

³ Other complaints about inappropriate operations included “inappropriate customer service attitude,” and “property rights, distribution rights, or broadcasting rights issues.”

Of the 281 complaints about inappropriate radio and television content, there were 263 complaints against television. A further analysis of the program type showed that most were against “news reports,” with 92 cases (35.0%), followed by 64 (24.3%) against “general programs⁴,” 40 (15.2%) against “non-specific programs,” 32 (12.2%) against “commercials,” 21 (8.0%) against “political talk shows,” and 14 (5.3%) against “general talk shows.” Please see Figure 3 for details.

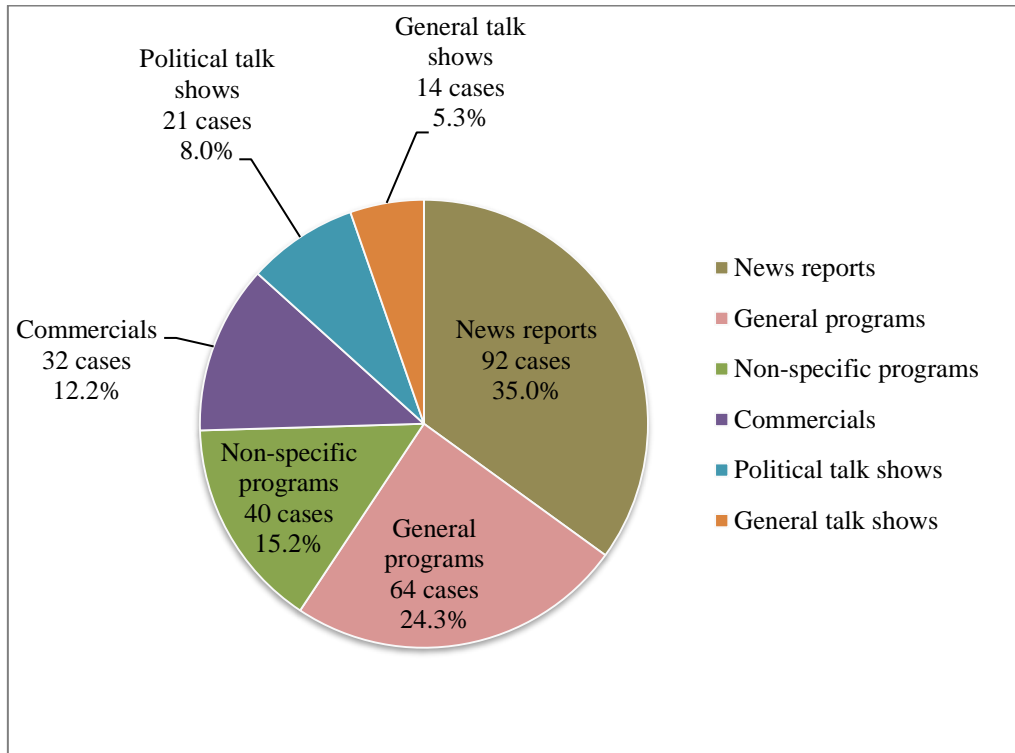


Figure 3: Complaints Received against Types of TV Programs (Q1 2018)

Of the 18 complaints against radio, most were about “variety shows⁵” with 8 cases (44.4%), followed by 4 (22.2%) about “music radio programs,” 3 (16.7%) about “programs of other types,” 2 (11.1%) about “news reports and political programs,” and 1 (5.6%) concerning “commercials.” Please see Figure 4 for more information.

⁴ General programs include dramas, variety shows, children’s programs, and programs about infomercial information, folk religion, capital stock, or sports.

⁵ Variety shows either refer to highly diverse program content or when the public did not specify a specific program.

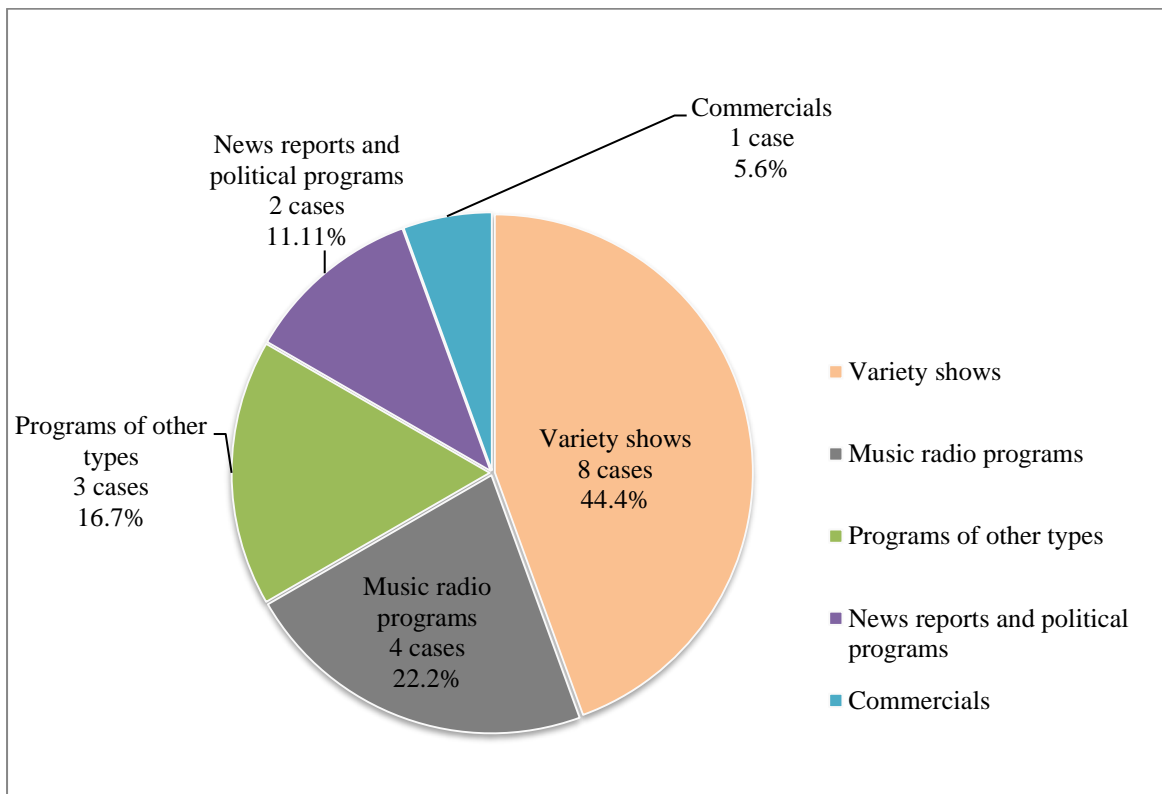


Figure 4: Complaints Received against Types of Radio Programs (Q1 2018)

◆ Major Complaints against Television

The majority of the content-related complaints against television in the first quarter of 2018 were in the categories of “news reports” and “general programs.” Amongst the 92 complaints about TV news reports, the majority were about “false or unjust contents” with 29 cases (31.5%). This was followed by 20 cases (21.7%) about “disregard for professional ethics of journalism” and 12 cases (13.0%) about “no distinction between programs and commercials.” The total number of these top three types of TV news report complaints amounted to 61 cases, accounting for 66.2% of all TV news report complaints. The details are listed in Table 3.

Table 3: Complaints about TV News Reports by Inappropriate Category (Q1 2018)			
Type	Inappropriate category	Cases	%
News reports	False or unjust contents	29	31.5%
	Disregard for professional ethics of journalism	20	21.7%
	No distinction between programs and commercials	12	13.0%

Comments on the contents or wording of certain channels/programs/commercials	11	12.0%
Disrupting public order or adversely affecting good social customs	8	8.7%
Harmful contents for children and juveniles	7	7.6%
Other ⁶	5	5.5%
Total	92	100.0%

Figure 5 indicates that amongst the 64 complaint cases about TV general programs, the largest proportion was the 24 cases (37.5%) against “dramas,” followed by 22 (34.4%) against “variety shows,” 11 (17.2%) against “infomercial programs,” 3 (4.7%) against “children’s programs,” 2 (3.1%) against “folk religion programs,” and 1 each (1.6%) against “sports programs” and “capital stock programs.” Please see Figure 5 for more details.

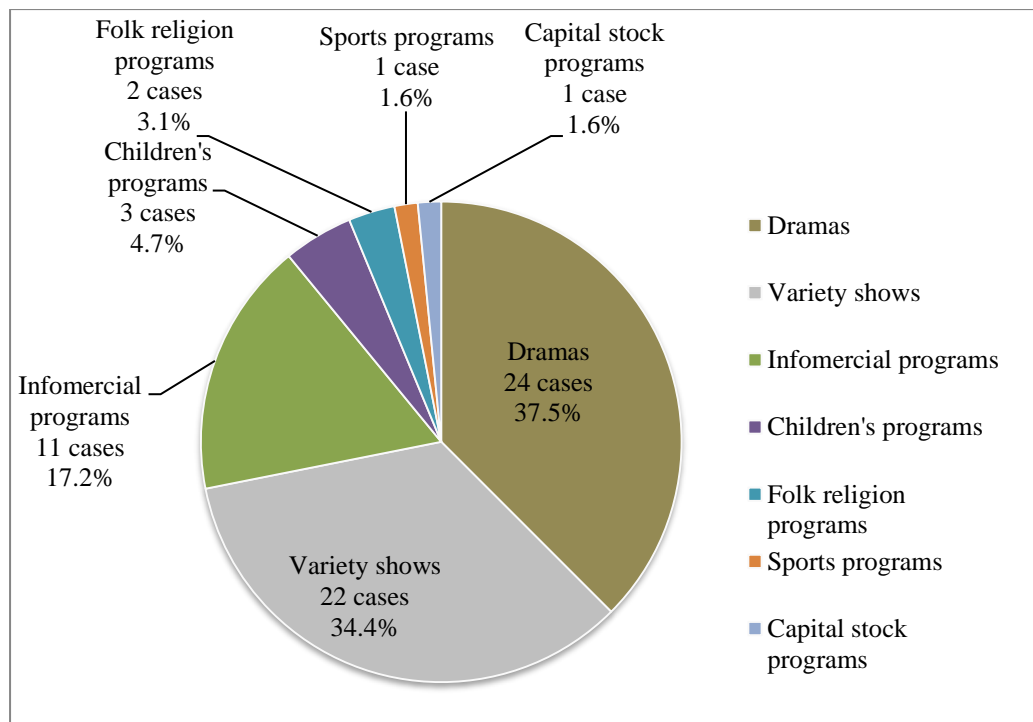


Figure 5: Complaints about TV by Types of General Programs (Q1 2018)

Furthermore, an analysis on the types of inappropriate contents of general programs shows that “no distinction between programs and commercials” topped the list with 15 complaints (23.4%). It was followed by “comments on the contents and working of certain channels/programs/commercials” with 13

⁶ Other complaints about inappropriate news reports included “commercial violations (including broadcasting time, length and content),” “overly frequent replays,” and “inappropriate program ratings.”

complaints (20.3%) and “disrupting public order or adversely affecting good social customs” with 10 complaints (15.6%). The total number of these top three types of complaints amounted to 38 cases, accounting for 59.3% of all complaints against TV general programs. Please see Table 4 for more details.

Table 4: Complaints about TV General Programs by Inappropriate Category (Q1 2018)			
Type	Inappropriate category	Cases	%
General programs	No distinction between programs and commercials	15	23.4%
	Comments on the contents and wording of certain channels/programs/commercials	13	20.3%
	Disrupting public order or adversely affecting good social customs	10	15.6%
	Harmful contents for children and juveniles	5	7.8%
	Business operations suggestions for NCC	5	7.8%
	Other ⁷	16	25.0%
Total		64	100.0%

As Table 5 shows, during the first quarter of 2018 (January to March), the program received more than 10 complaints: SET Money’s political talk show “Zheng Know.”

Table 5: Complaints about TV programs (Q1 2018)			
Program Name	Channel	Type	Cases
Zheng Know	SET Money	Political talk show	12

1. “SET Money’s “Zheng Know” received a total of 12 complaints.

Complaints: During SET Money’s “Zheng Know” program on March 21, program host Zheng Hong-yi had a blank receipt stamped with the chop of a certain restaurant. He proceeded to fill in the item names and monetary amounts, and publicly showed

⁷ Other complaints about inappropriate general programs included “inappropriate program ratings,” “overly frequent replays,” “false or unjust contents,” “regulations/information inquiries,” “program rescheduling without prior notice,” and “commercial violations (including broadcasting time, length, and content).”

the receipt during the program. The NCC was asked to handle complaints related to false content, instructing the public on how to forge documents, and slandering Ko Wen-je.

Actions of the NCC: Regarding the issue of the overall content, the NCC conducted a review and determined there were no violations of the NCC's laws. Regarding the public complaints about false content, instructing the public on how to forge documents, and slandering Ko Wen-je, under Articles 44 and 45-1 of the Satellite Broadcasting Act, involved parties who consider a broadcasting program to be erroneous can use the aforementioned provisions to handle the case and inform the NCC. The NCC also forwarded the complaints from the public to SET Money for its reference and requested an explanation. Sanlih E-Television Inc. considered that this program is influenced by the opinions of the viewing audience and public media discussion, and sent an explanation to the NCC on March 31, 2018 and convened a meeting of the Sanlih News Self-Regulation Committee for the third time in 2018 on April 18. The contents of the meeting discussions were published on Sanlih's news self-regulation code of conduct website (<http://blog.iset.com.tw/news/?p=211>) for public viewing.