



2022 Third Quarter (July – September)

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 revolutionized the complaints processing procedure. Since December 11, 2017, certain cases are transferred directly 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. The report is presented in three sections—*Broadcasting Complaints Overview*, *Major Television Complaints*, and *Punitive Measures undertaken by the NCC* in the third quarter of 2022 (July – September).

◆ Broadcasting Complaints Overview

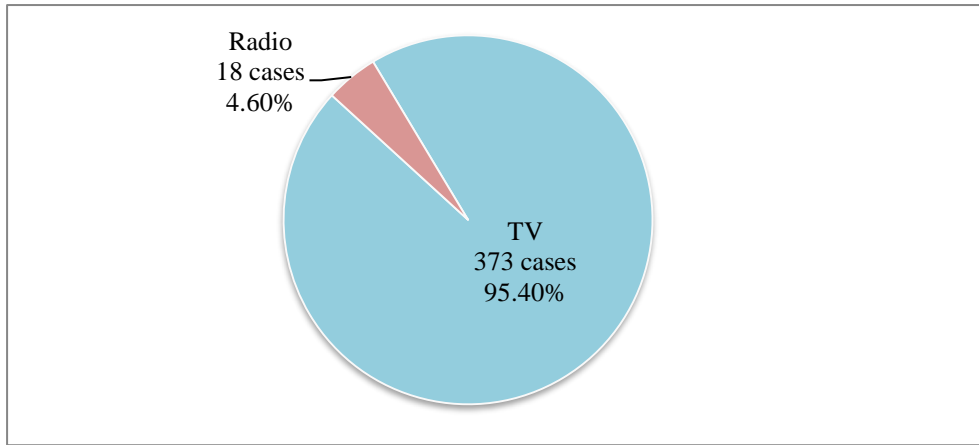


Figure 1: Public complaints by media type (Q3 2022)

According to the data on audience complaints about television and radio¹ compiled by the NCC during the third quarter of 2022 (July to September), 391 complaints² were made in total: 373 against television (95.40%) and 28 against radio (4.60%). Please see Figure 1.

Table 1 shows that of the total 391 complaints, 185 cases (47.31%) and 148 cases (37.85%) were submitted by males and females respectively; another 58 cases (14.83%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q3 2022)				
	Male	Female	Unspecified	Total
TV	174	143	56	373
Radio	11	5	2	18
Total	185	148	58	391
Percentage	47.31%	37.85%	14.83%	100.00%

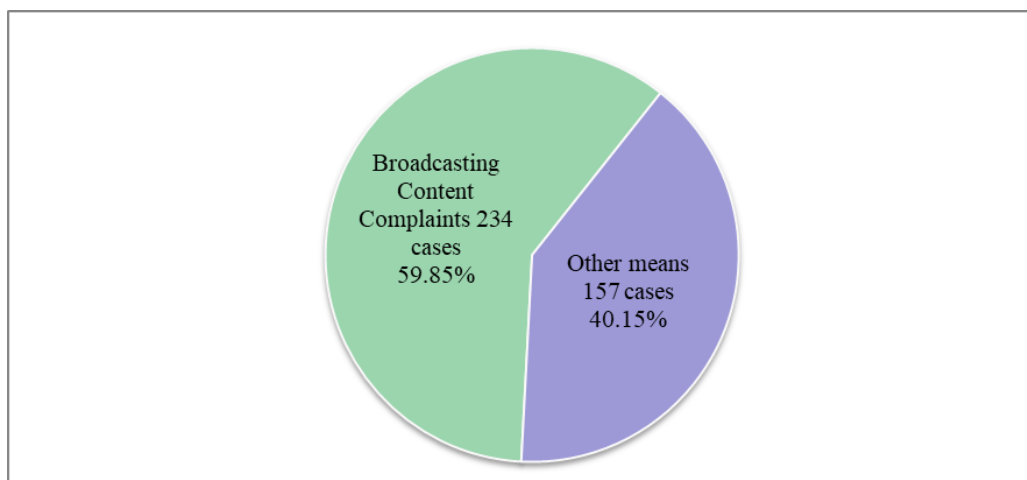


Figure 2: Means of filing Public Complaints (Q3 2022)

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

² 57 cases unrelated to TV and radio were excluded.

Figure 2 shows that 234 complaints (59.85%) were made through the NCC’s Broadcasting Content Complaints website, while 157 cases (40.15%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

Table 2 shows that 378 (96.68%) of the 391 complaints against TV and radio pertained to inappropriate content, while 13 (3.32%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “violations of the principle of fact verification and the dissemination of false information” with 129 complaints³ (20.54%), followed by “opinions on the overall broadcasting environment” with 41 complaints (10.49%), “violation of laws and regulations promulgated by other government authorities” with 36 complaints⁴ (9.21%), “disrupting public order or adversely affecting good social customs” with 36 complaints (9.21%), and “commercial violations” with 23 complaints⁵ (5.88%). The total number of these top five types of complaints amounted to 265, accounting for 67.78% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories:

Category		Cases	Percentage
Contents	Violations of the principle of fact verification and the dissemination of false information	129	32.99%
	Opinions on the overall broadcasting environment	41	10.49%
	Violation of laws and regulations promulgated by other government authorities	36	9.21%
	Disrupting public order or adversely affecting good social customs	36	9.21%
	Commercial violations	23	5.88%
	Lack of distinction between programs and commercials	20	5.12%
	Suggestions on the operations of NCC	18	4.60%
	Illegal disclosure of personal information	17	4.35%
	Violations of the principle of objectivity	13	3.32%
	Contents harmful to the physical or psychological well-being of children and youths	13	3.32%
	Safeguarding the rights of stakeholders	12	3.07%
	Inappropriate program ratings	8	2.05%

³ This includes violations of the principle of fact verification in television contents and the dissemination of false information in radio contents.

⁴ Violations of laws and regulations promulgated by government authorities in health, finance, electoral matters, and other jurisdictions.

⁵ Including “commercial violations (timing/length/overtime/frequency/contents)” for TV and “inappropriate commercial contents or arrangements (including exaggerated claims on food, drug, and cosmetic items)” for radio.

	Others ⁶	12	3.07%
	Subtotal	378	96.68%
Operations	Other issues related to NCC operations	7	1.79%
	Technical issues related to sounds, images, and signals	6	1.53%
	Subtotal	13	3.32%
Total		391	100.00%

Of the 378 complaints about inappropriate radio and television content, there were 360 complaints against television. Further analysis of the program types revealed that the majority were against “political talk shows” with 145 cases (40.28%), followed by “comments, inquiries, and suggestions” with 72 cases (20.00%), complaints against “news reports” with 64 cases (17.78%), “commercials” with 33 cases (9.17%), “dramas and cartoons” with 18 cases (5.00%), “variety entertainment programs” with 13 cases (3.61%), “infomercials” with 7 cases (1.94%), and “other programs⁷” with 8 cases (2.22%). Please refer to Figure 3:

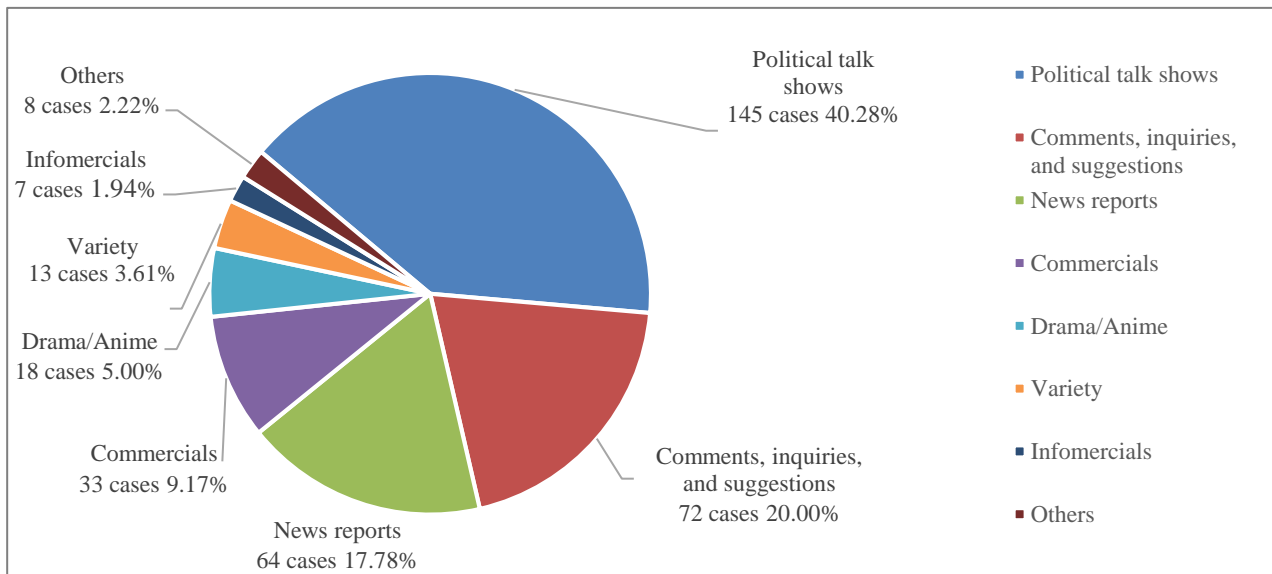


Figure 3: TV complaints by program types (Q3 2022)

⁶ Others include “regulations/information inquiries” (4 cases), “contents or wording of certain channels/stations, programs, or commercials” (3 cases), “discriminatory issues” (2 cases), “commercial content or time limit inconsistent with the content rating of General or Protected issued to children’s programs or channels” (2 cases), and “issues concerning program planning/production/broadcast scheduling (including reruns)” (1 case)

⁷ Other programs include children’s programs (3 cases), general talk shows (3 cases), and programs on finance and the stock market (2 cases).

Of the 18 complaints against radio, the majority were about “variety programs⁸” with 7 cases (38.89%). There were also 5 cases (27.78%) on “programs of unspecified genres”, 2 cases (11.11%) on “news and political talk shows”, 2 cases (11.11%) on “commercials”, and 2 cases (11.11%) on “music programs.” Please refer to Figure 4:

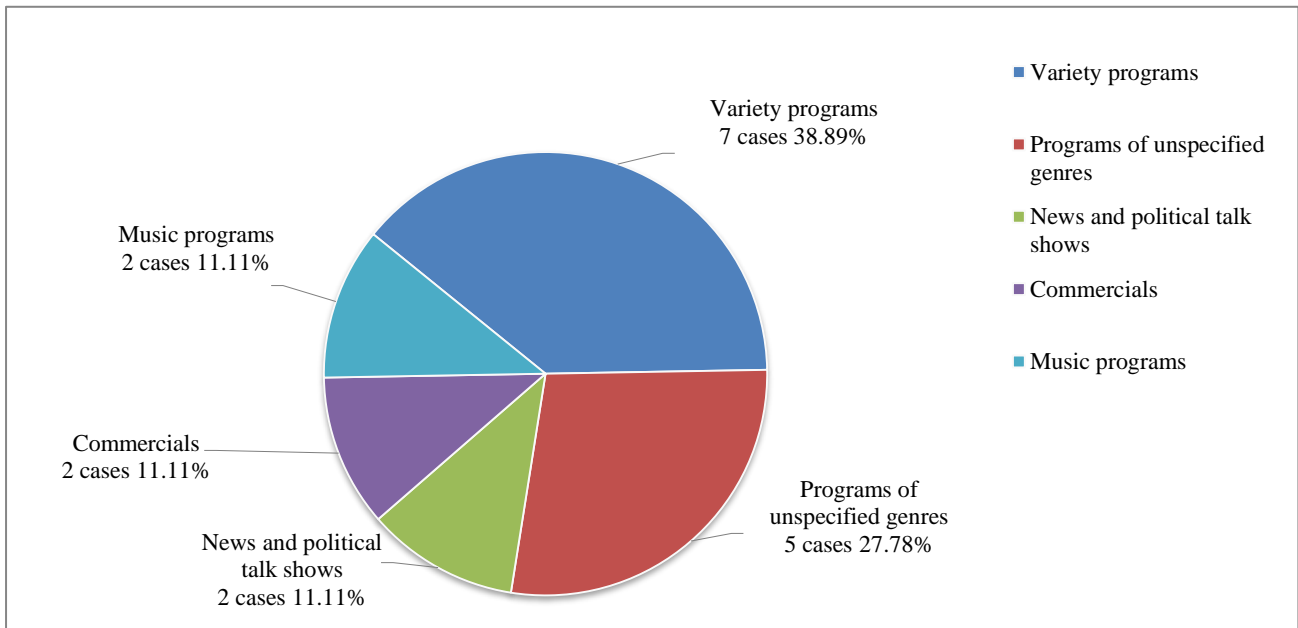


Figure 4: Radio complaints by program types (Q3 2022)

◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q3 2022 (July to September) were in the categories of “political talk shows” and “comments, advice, and suggestions.” Among the 145 complaints related to political talk shows, the majority pertained to “violations of the principle of fact verification” with 106 cases (73.10%), followed by 16 (11.03%) regarding “disrupting public order or adversely affecting good social customs,” and 9 (6.21%) regarding “illegal disclosure of personal information.” The total number of these three most common types of complaints concerning inappropriate content amounted to 131, or 90.34%, of all TV complaints related to political talk shows. See Table 3 for more details:

Table 3: Public complaints about political talk shows by complaint category (Q3 2022)			
Genre	Inappropriate content category	Cases	Percentage
Political talk shows	Violations of the principle of fact verification	106	73.10%
	Disrupting public order or adversely affecting good social customs	16	11.03%
	Illegal disclosure of personal information	9	6.21%
	Violations of the principle of objectivity	6	4.14%

⁸ Variety programs feature diverse contents and do not fit into any particular genre.

	Violation of laws and regulations promulgated by other government authorities	3	2.07%
	Safeguarding the rights of stakeholders	3	2.07%
	Contents harmful to the physical or psychological well-being of children and youths	1	0.69%
	Discriminatory issues	1	0.69%
Total		145	100%

An analysis of the 72 complaints in the categories of “comments, advice, and suggestions” shows that “comments on the overall broadcasting environment” were the most common with 38 cases (52.78%), followed by 18 (25.00%) “suggestions on the NCC’s operations,” 12 cases (16.67%) of “violation of laws and regulations promulgated by other government authorities,” and 4 cases (5.56%) of “regulations/information inquiries.” See Table 4 for more details:

Table 4: Public complaints that express comments, advice, and suggestions by complaint category (Q3 2022)			
Genre	Inappropriate content category	Cases	Percentage
Comments, advice, and suggestions	Comments on the overall broadcasting environment	38	52.78%
	Suggestions on the NCC’s operations	18	25.00%
	Violation of laws and regulations promulgated by other government authorities	12	16.67%
	Regulations/information inquiries	4	5.56%
Total		72	100%

During the third quarter (July to September) of 2022, the program *Coco Hot News* received over 10 complaints. Please see Table 5 for more information:

Table 5: Programs that received 10 complaints or more (Q3 2022)			
Program/Commercial	Channel	Content Type	Cases
<i>Coco Hot News</i>	FTV Taiwan, FTV News	Political talk show	135

Case analysis:

135 complaints were filed against the program *Coco Hot News*, which aired both FTV Taiwan and FTV News.

Complaints:

The program *Coco Hot News* contained that comments regarding the Regent Taipei Scandal and the ancestry of Chiang Wan-an, which constitutes violations of personal privacy and the principle of fact verification, thereby affecting both the persons involved and their reputation. The host of the program also expressed endorsement of a specific election candidate and is thus in violation of the principle of objectivity.

NCC's actions:

- (1) The NCC reviewed the program's recordings according to the complaints on a case-by-case basis and requested the television network in question to state their view regarding the program content.
- (2) As stated in Article 22 of the *Satellite Broadcasting Act*, broadcasters shall establish an independent self-regulatory mechanism that accepts audience's appeal related to the accuracy, balance, and taste of the broadcast content. The NCC requested the television network to conduct further discussion in its news media self-regulatory committee meeting. The NCC is handling this case in accordance with the standard operating procedure and will continue to monitor the content and performance of all news channels.
- (3) The NCC also responded to the complainants, stating that should the persons involved deem the reporting as false or their rights as violated, they are entitled to exercise their right of reply within the legal term and seek legal protection in accordance with Articles 23 and 24 of the *Radio and Television Act* and Articles 44 and 45 of the *Satellite Broadcasting Act*.