



2022 Fourth Quarter (October – December)

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 fourth quarter of 2022 (October – December).

◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio¹ compiled by the NCC and **categorized by media type** during the fourth quarter of 2022 (October to December), 238 complaints² were made in total: 198 against television (83.19%) and 40 against radio (16.81%). Please see Figure 1.

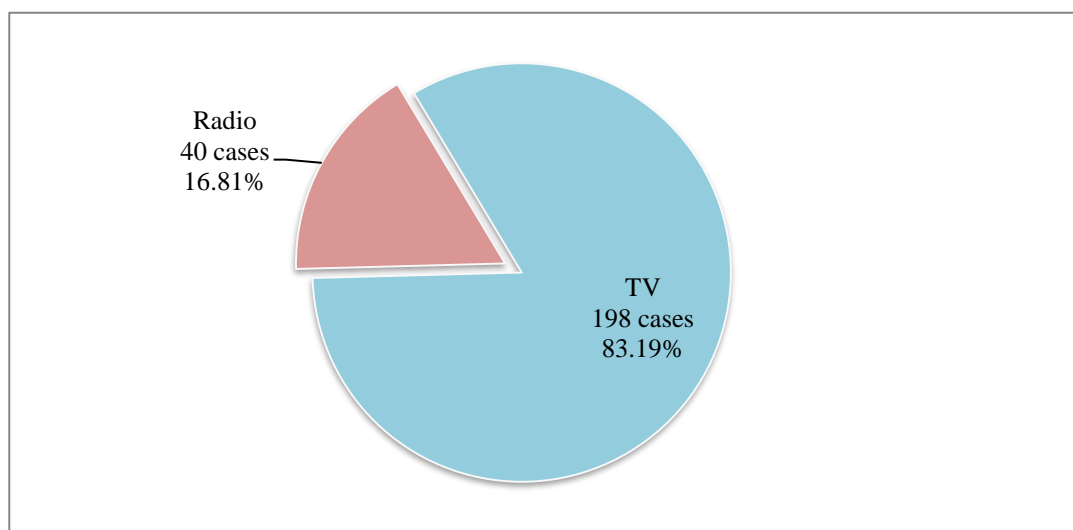


Figure 1: Public complaints by **media type** (Q4 2022; totaling 238 cases)

Table 1 shows that of the total 238 complaints, 123 cases (51.68%) and 75 cases (31.51%) were submitted by males and females respectively; another 40 cases (16.81%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q4 2022)				
	Male	Female	Unspecified	Total
TV	106	63	29	198
Radio	17	12	11	40
Total	123	75	40	238
Percentage	51.68%	31.51%	16.81%	100%

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

² 76 cases unrelated to TV and radio were excluded.

Figure 2 shows that 102 complaints (42.86%) were made through the NCC’s Broadcasting Content Complaints website, while 136 cases (57.14%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

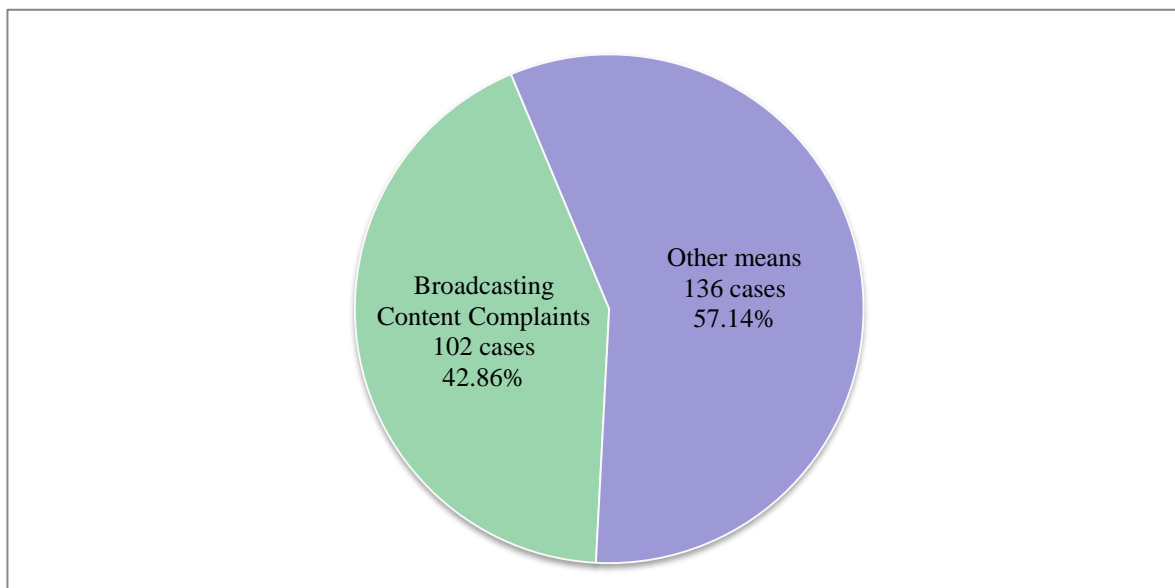


Figure 2: **Means** of filing Public Complaints (Q4 2022; totaling 238 cases)

Table 2 shows that 226 (94.96%) of the 238 complaints against TV and radio pertained to inappropriate content, while 12 (5.04%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was “opinions on the overall broadcasting environment” with 38 complaints (15.97%), followed by complaints about “violation of laws and regulations promulgated by other government authorities” with 34 complaints³ (14.29%), “violations of the principle of fact verification and the dissemination of false information” with 31 complaints⁴ (12.61%), “disrupting public order or adversely affecting good social customs” with 23 complaints (9.66%), and “lack of distinction between programs and commercials” with 18 complaints⁵ (7.56%). The total number of these top five types of complaints amounted to 144, accounting for 60.50% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories:

³ This includes violations of laws and regulations promulgated by government authorities on health or electoral issues, or other public matters.

⁴ This includes violations of the principle of fact verification in television contents and the dissemination of false information in radio contents.

⁵ This includes the lack of distinction between television programs and commercials and, to a lesser degree, in radio contents.

Table 2: Public complaints by category of inappropriate contents and operations (Q4 2022)

Category		Cases	Percentage
Contents	Opinions on the overall broadcasting environment	38	15.97%
	Violation of laws and regulations promulgated by other government authorities	34	14.29%
	Violations of the principle of fact verification and the dissemination of false information	31	12.61%
	Disrupting public order or adversely affecting good social customs	23	9.66%
	Lack of distinction between programs and commercials	18	7.56%
	Suggestions on the operations of NCC	14	5.88%
	Contents harmful to the physical or psychological well-being of children and youths	14	5.88%
	Inappropriate program ratings	13	5.46%
	Commercial violations ⁶	12	5.04%
	Contents or wording of certain channels/stations, programs, or commercials	11	4.62%
	Violations of the principle of objectivity ⁷	7	2.94%
	Other issues ⁸	11	4.62%
Subtotal	226	94.96%	
Operations	Technical issues related to sounds, images, and signals	8	3.36%
	Other issues related to NCC operations	4	1.68%
	Subtotal	12	5.04%
Total		238	100.00%

Of the 226 complaints about inappropriate radio and television content, there were 186 complaints against television. Further analysis of the program types revealed that the majority were “comments, inquiries, and suggestions” with 47 cases (25.27%), followed by complaints against “news reports” with 42 cases (22.58%), “commercials” with 33 cases (17.74%), “political talk shows” with 23 cases (12.37%), “dramas and animes” with 21 cases (11.29%), “sports programs” with 6 cases (3.23%), and “other programs⁹” with 14 cases

⁶ 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.

⁷ This includes violations of the principle of objectivity in television contents and impartiality in radio contents.

⁸ Other issues include “discriminatory issues” (4 cases), “regulations/information inquiries” (3 cases), “safeguarding the rights of stakeholders” (3 cases), and “issues regarding program planning/production/broadcasting (including reruns)” (1 case).

⁹ Other programs include general talk shows (4 cases), infomercials (4 cases), variety entertainment programs (3 cases), programs on finance and the stock market (2 cases), and children’s programs (1 case).

(7.53%). Please refer to Figure 3:

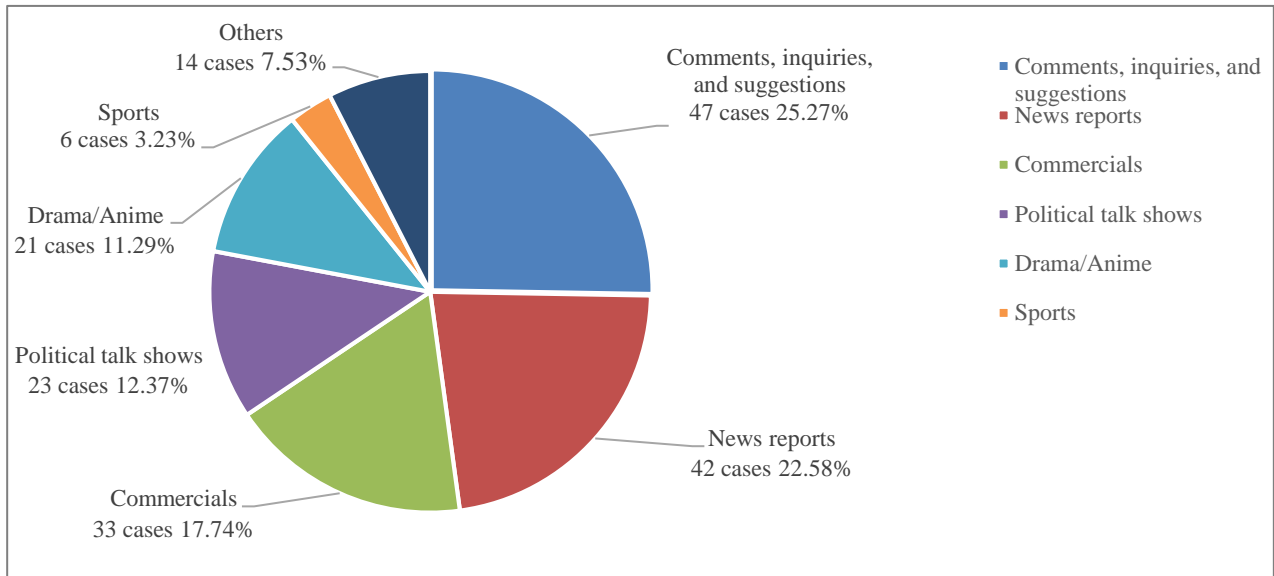


Figure 3: TV complaints by program types (Q4 2022; totaling 186 cases)

Of the 40 complaints against radio, the majority were pertaining to “variety programs¹⁰” with 18 cases (45.00%). There were also 15 cases (37.50%) on “programs of unspecified genres”, 3 cases (7.50%) on “news and political talk shows”, 3 cases (7.50%) on “commercials”, and 1 case (2.50%) on “music programs.” Please refer to Figure 4:

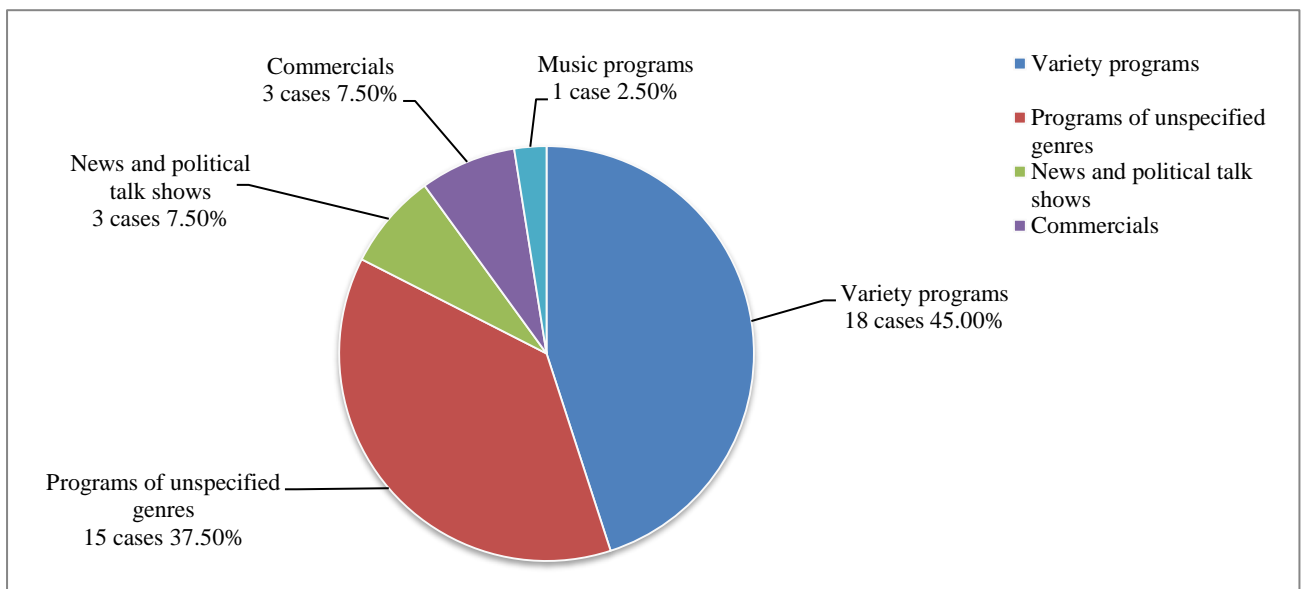


Figure 4: Radio complaints by program types (Q4 2022; totaling 40 cases)

◆ Major Television Complaints

¹⁰ Variety programs feature diverse contents and do not fit into any particular genre.

The majority of the TV (and TV commercial) content-related complaints in Q4 2022 (October to December) were in the categories of “comments, inquiries, and suggestions” and “political talk shows.”

An analysis of the 47 complaints in the category of “comments, inquiries, and suggestions” shows that “comments on the overall broadcasting environment” were the most common with 27 cases (57.45%), followed by 11 (23.40%) “suggestions on the NCC’s operations,” 6 cases (12.77%) of “violation of laws and regulations promulgated by other government authorities,” and 3 cases (6.38%) of “regulations/information inquiries.” See Table 3 for more details:

Table 3: Public complaints that express comments, inquiries, and suggestions by complaint category (Q4 2022)			
Genre	Inappropriate content category	Cases	Percentage
Comments, inquiries, and suggestions	Comments on the overall broadcasting environment	27	57.45%
	Suggestions on the NCC’s operations	11	23.40%
	Violation of laws and regulations promulgated by other government authorities	6	12.77%
	Regulations/information inquiries	3	6.38%
Total		47	100%

An analysis of the 42 complaints in the category of “news reports” shows that “violations of the principle of fact verification” were the most common with 21 cases (50.00%), followed by 6 (14.29%) cases of “lack of distinction between programs and commercials,” and 4 cases (9.52%) of “disrupting public order or adversely affecting good social customs.” The total number of these three most common types of complaints concerning inappropriate content amounted to 31, or 73.81%, of all TV complaints related to news reports. See Table 4 for more details:

Table 4: Public complaints about news reports by complaint category (Q4 2022)			
Genre	Inappropriate content category	Cases	Percentage
News reports	Violations of the principle of fact verification	21	50.00%
	Lack of distinction between programs and commercials	6	14.29%

	Disrupting public order or adversely affecting good social customs	4	9.52%
	Other issues ¹¹	11	26.19%
Total		42	100%

During the fourth quarter (October to December) of 2022, NCC received 10 complaints regarding the program *Happy Radio*. Please see Table 5 for more information:

Table 5: Programs that received 10 complaints or more (Q4 2022)			
Program/Commercial	Channel	Content Type	Cases
Happy Radio	Panorama Community Radio (FM89.3MHz), Happy Radio (FM97.5MHz), and Spring Breeze Radio (FM89.5MHz)	Variety program	10

Case analysis:

10 complaints were filed regarding the program *Happy Radio* broadcasted on Panorama Community Radio, Happy Radio, and Spring Breeze Radio.

Complaints:

The comments requested that the NCC not take punitive actions against the hosts of Happy Radio and express hope to tune in to the program in the future.

NCC's actions:

- (1) Upon investigation, NCC identified the punitive actions mentioned in these complaints: In 2022, the radio stations Panorama Community Radio, Happy Radio, and Spring Breeze Radio were issued a warning on November 25, November 28, and December 9, respectively, for their violation of the limits on the duration of commercial breaks during the broadcasting of the program *Happy Radio* from 15:00 to 17:00 on March 11, 2022.
- (2) NCC exercises oversight of radio broadcasting enterprises in accordance with the *Radio and Television Act* and other applicable laws and regulations. Unless the broadcast content is in violation of the law and requires NCC to take measures accordingly, NCC shall ensure media independence and respect the media's freedom

¹¹Other issues include "violation of laws and regulations promulgated by other government authorities" (3 cases), "violation of the principle of objectivity" (2 cases), "contents harmful to the physical or psychological well-being of children and youths" (2 cases), "discriminatory issues" (2 cases), "safeguarding the rights of stakeholders" (1 case), and "inappropriate program ratings" (1 case).

in broadcast content, expression, and scheduling. The production and broadcasting of radio and television programs fall under the scope of the broadcasting enterprises' business management and are not relevant to any intervention by NCC.

- (3) Regarding the public complaints received, NCC has followed the aforementioned legal procedures for the oversight of radio broadcasting enterprises and has never demanded that the radio stations stop broadcasting the program in question.