



2023 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. The Broadcasting Television Content Complaints Website was established by the NCC to serve the viewing and listening public and the communications enterprises as a means for the public to easily voice their opinions toward broadcasting content, monitor case progress, and communicate with the NCC. The NCC seeks comments from diverse perspectives, encourages public oversight of broadcasting content, and urges communications enterprises to incorporate public input into program production as reference. Furthermore, 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 have been 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 2023.

◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio compiled by the NCC and categorized by media type during 2023, there were 1,115 complaints made in total: 996 were against television content, which was 239 fewer than the 1,235 complaints received in 2022. On the other hand, 119 complaints were made against radio content, which was 2 more than the 117 complaints received in 2022. The number of complaints against radio and television content over the past five years can be seen in Figure 1.

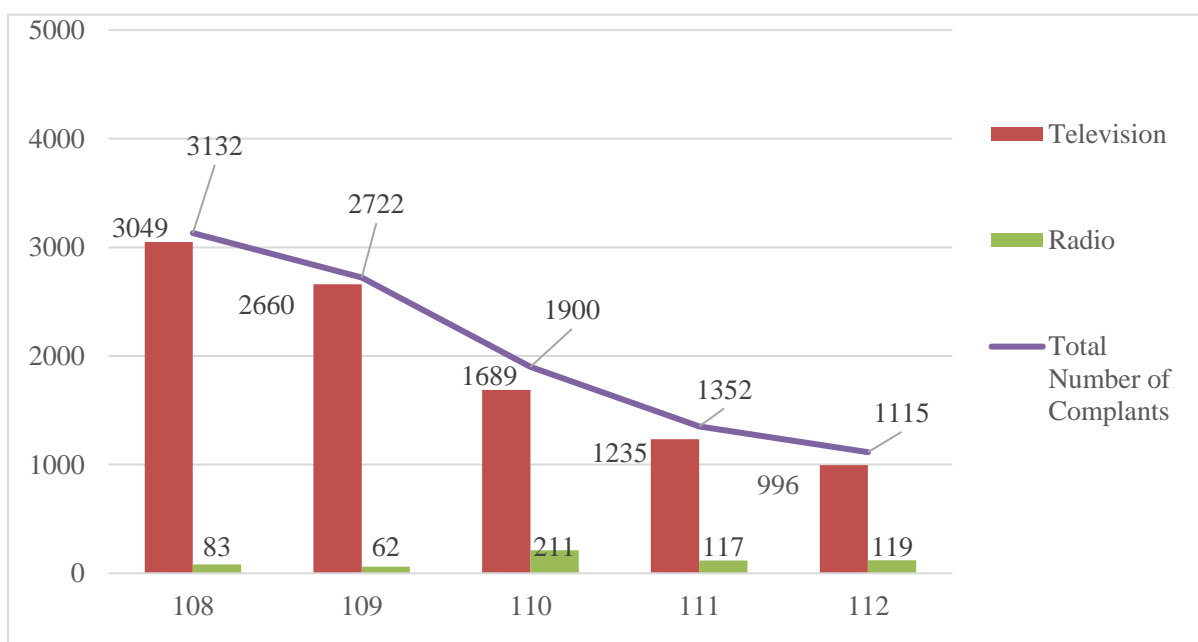


Figure 1: Complaints against radio and television content over the past five years

Upon our review, among complaints made from 2019 to 2023, we can note that 2019 was the highest with 3,132, and 2023, with 1,115, was the fewest. In 2019, due to the approach of the 15th presidential election and the 10th legislative election, there were more discussions about radio and television media, which resulted in 1,676 complaints against television news, most of which (936) fell into the “false or biased content” category. Additionally, the number of complaints against television content in 2023 (996) accounted for 89.33%¹ of the total number. Clearly, the general public’s comments about television programs remained the most common type.

¹ The percentages in the statistics of this Report rounds to two decimal places and thus the rounding error.

In terms of the means of submitting complaints, Table 1 shows that 611 complaints (54.80%) were made by the public through the NCC’s Broadcasting Content Complaints Website. There were 504 additional complaints made through other means (including telephone, email, as well as cases forwarded from other agencies), which accounted for 45.20%. The percentage of complaints made through the Broadcasting Content Complaints Website in 2023 decreased by 3.71% compared to 2022.

Table 1. Means of Filing Complaints by Year					
Means	Year	2023		2022	
		Cases	%	Cases	%
Broadcasting Content Complaints Website		611	54.80%	791	58.51%
Other means		504	45.20%	561	41.49%
Total		1,115	100%	1,352	100%

Figure 2 shows that of the total complaints received in 2023, a total of 748 cases (67.09%) were submitted by males and 228 (20.45%) were submitted by females. Another 139 cases (12.47%) were submitted by people who did not disclose their gender.

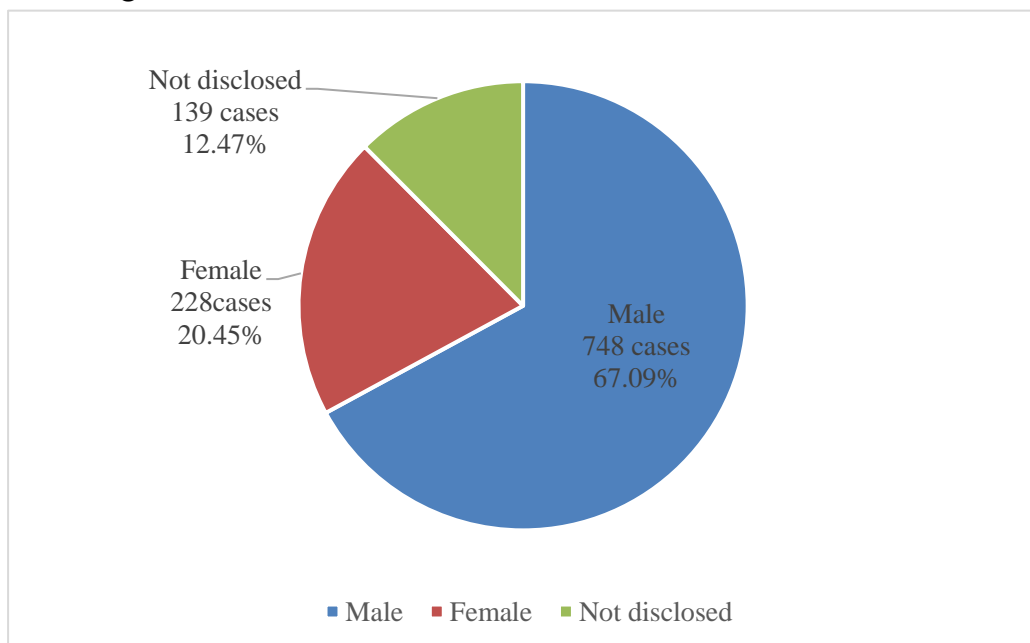


Figure 2: Public complaints by gender in 2023

Table 2 shows that of the total 996 cases of complaints filed against television content, 661 cases (66.37%) were submitted by males, 209 cases (20.98%) were filed by females, and 126 cases (12.65%) were submitted by people who did not disclose their gender. Meanwhile, of the 119 cases of complaints filed against radio content, 87 cases (73.11%) were submitted by males, 19 cases (15.97%) were submitted by females, and 13 cases (10.92%) did not disclose their gender.

Table 2. Complaints by Gender (2023)				
Media Type Gender	Television		Radio	
Male	661	66.37%	87	73.11%
Female	209	20.98%	19	15.97%
Not disclosed	126	12.65%	13	10.92%
Total	996	100%	119	100%

With regards to complaints pertaining to inappropriate content, “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)²” (232 cases), “violations of the principle of fact verification” (148 cases), “disrupting public order or adversely affecting good social customs” (141 cases), “violation of laws and regulations promulgated by other government authorities” (121 cases), and “lack of distinction between programs and commercials³” (99 cases) were the five most common types of complaints, accounting for 66.46% of all complaints. Among them, “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)”, “violations of the principle of fact verification”, “disrupting public order or adversely affecting good social

² This choice integrates the items “opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)” and “opinions on the overall environment of broadcasting operations” throughout the year.

³ This choice integrates the items “lack of distinction (separation) between programs and commercials” and “programs and commercials are not clearly distinguishable” throughout the year.

customs”, and “violation of laws and regulations promulgated by other government authorities” remained the same as 2022. Please see Table 3 for more information.

Table 3. The Five Major Categories of Public Complaints by Year					
2023			2022		
Item	Cases	%	Item	Cases	%
Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	232	20.81%	Violations of the principle of fact verification	227	16.79%
Violations of the principle of fact verification	148	13.27%	Opinions on the overall environment of broadcasting operations	217	16.05%
Disrupting public order or adversely affecting good social customs	141	12.65%	Disrupting public order or adversely affecting good social customs	183	13.54%
Violation of laws and regulations promulgated by other government authorities	121	10.85%	Violation of laws and regulations promulgated by other government authorities	161	11.91%
Lack of distinction between programs and commercials	99	8.88%	Commercial violations	84	6.21%
Total	741	66.46%	Total	872	64.50%

Analysis of the complaints received based on the type of inappropriate content and inappropriate operations shows that a total of 1,067 cases (95.70%) of complaints were against inappropriate content and 48 cases (4.30%) were against

inappropriate operations. See Table 4 for the number of cases and percentages of the types of complaints received.

Table 4. Complaints by Type of Complaint (2023)			
	Item	Cases	%
Content	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	232	20.81%
	Violations of the principle of fact verification	148	13.27%
	Disrupting public order or adversely affecting good social customs	141	12.65%
	Violation of laws and regulations promulgated by other government authorities	121	10.85%
	Lack of distinction between programs and commercials	99	8.88%
	Contents harmful to the physical or psychological well-being of children and youths	58	5.20%
	Suggestions on the operations of NCC	38	3.41%
	Protection of stakeholders' rights	35	3.14%
	Violations of the principle of objectivity	31	2.78%
	Inappropriate program ratings	30	2.69%
	Commercial violations (including broadcasting time, length, and content)	30	2.69%
	Discrimination issues	24	2.15%
	Illicit disclosure of personal data	23	2.06%
	Contents or wording of certain channels/stations, programs, or commercials	23	2.06%
	Regulations/information inquiries	20	1.79%
	Other issues ⁴	14	1.26%
		Subtotal	1,067
Operations	Technical issues regarding sound, image, and signal	22	1.97%
	Other operational issues	12	1.08%
	Customer service issues	6	0.54%

⁴ Other issues include “issues concerning program planning/production/broadcast scheduling (including reruns)” (5 cases), “inappropriate commercial contents or scheduling (including exaggerated claims on food, drug, and cosmetic items)” (3 cases), “biased contents” (2 cases), “inaccurate contents” (2 cases), and “crawling text misuse” (2 cases).

	Issues concerning information disclosure by broadcasting business	6	0.54%
	Non-compliant ratio of language use in radio stations	2	0.18%
	Subtotal	48	4.30%
Total		1,115	100%

With regards to public complaints pertaining to **television program content**, Figure 3 shows that out of the 956 complaints about television programs, the majority involved “comments/consultation/suggestions,” with 285 cases (29.81%), followed by 226 (23.64%) cases concerning “news reports”, 197 cases (20.61%) involving “political talk shows”, 73 cases (7.64%) concerning “commercials”, 70 cases (7.32%) concerning “drama and animation”, 41 cases (4.29%) concerning “infomercial programs”, 33 cases (3.45%) concerning “variety shows”, and 31 cases (3.24%) concerning “programs of other types⁵”.

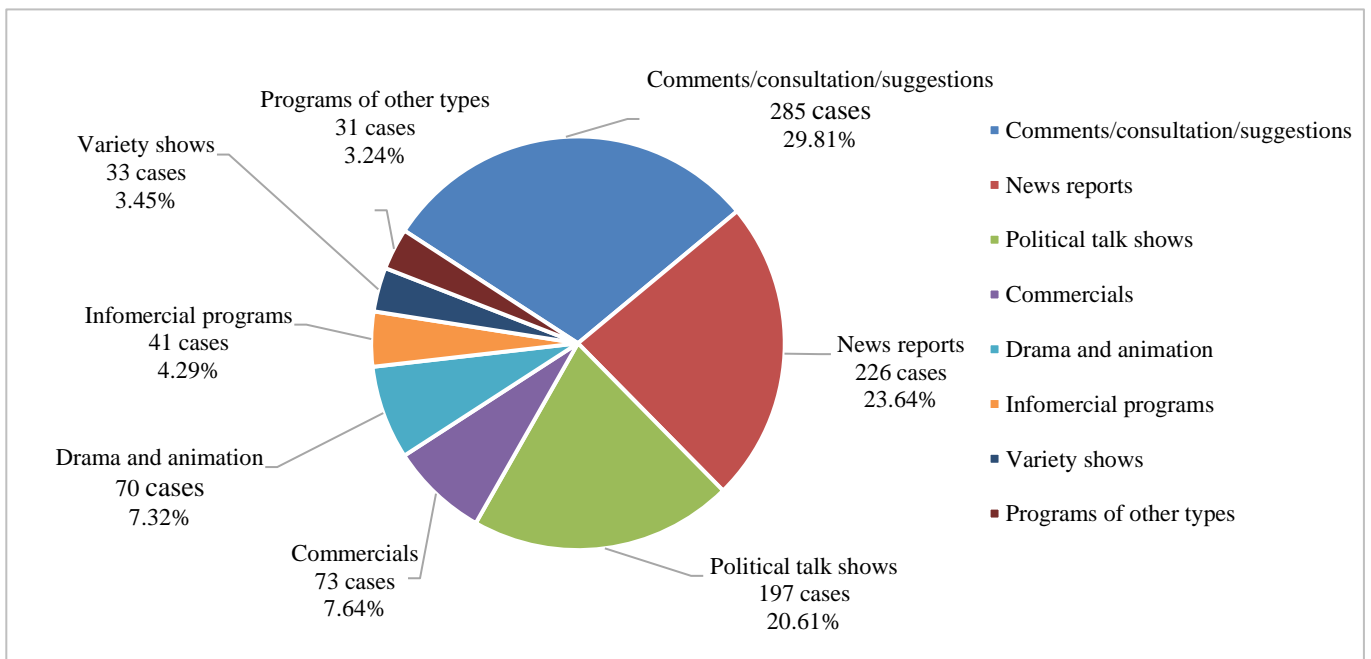


Figure 3: Complaints about television programs by type in 2023

⁵ “Programs of other types” include “general talk shows” (9 cases), “financial programs” (8 cases), “children’s programs” (5 cases), “sports programs” (4 cases), “religious programs” (4 cases), and “educational & cultural programs” (1 case).

Figure 4 shows that among the 111 complaints pertaining to **radio programs**, 62 (55.86%) were regarding “programs of unspecified genres”, followed by 22 (19.82%) about “variety programs”, 9 (8.11%) about “commercials”, 8 (7.21%) about “music programs”, and 5 (4.50%) about “programs of other types” and “news reports and political talk programs”.

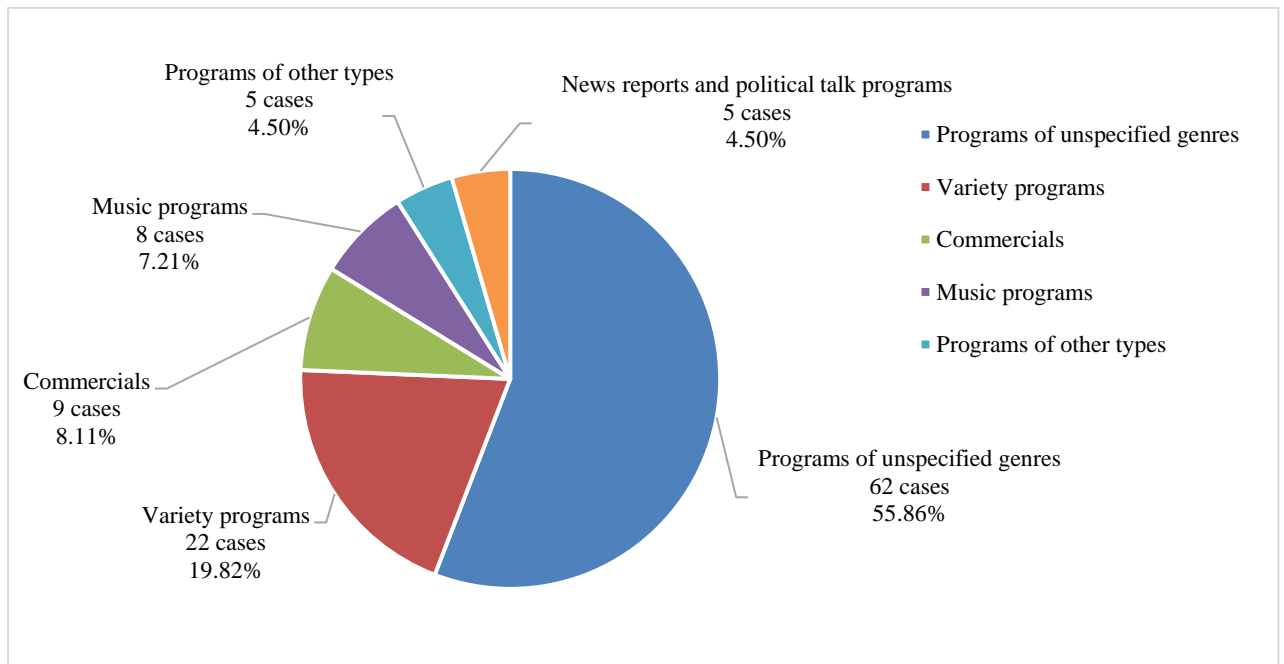


Figure 4: Complaints about radio programs by type in 2023

◆ Complaints—Television

1. Complaints by content category

The majority of public complaints about television content (and TV commercials) during 2023 were pertaining to “comments/consultation/suggestions” or “news reports”.

An analysis of the 285 complaints against the genre of “comments/consultation/ suggestions” shows that “opinions on the broadcasting operations (overall environment and specific topics/ channels/ programs/ commercials)” was the most common with 198 cases (69.47%), followed by 28 cases (9.82%) of

“suggestions on the operations of NCC” and 22 cases (7.72%) of “violation of laws and regulations promulgated by other government authorities”. These three most common types of complaints accounted for 87.01% of all complaints pertaining to comments/ consultation/ suggestions. For more information, see Table 5.

Table 5. Complaints about Comments/Consultation/Suggestions by Inappropriate Content Category (2023)			
Genre	Type of inappropriate content	Cases	%
Comments/ Consultation/ Suggestions	Opinions on the broadcasting operations (overall environment and specific topics/channels/programs/commercials)	198	69.47%
	Suggestions on the operations of NCC	28	9.82%
	Violation of laws and regulations promulgated by other government authorities	22	7.72%
	Regulations/information inquiries	17	5.96%
	Contents or wording of certain channels/stations, programs, or commercials	12	4.21%
	Other issues ⁶	8	2.81%
Total		285	100%

An analysis of the 226 complaints against the genre of “news reports” shows that “violations of the principle of fact verification” was the most common with 61 cases (26.99%), followed by 34 cases (15.04%) of “violation of laws and regulations promulgated by other government authorities”, 32 cases (14.16%) of “lack of distinction between programs and commercials”, 23 cases (10.18%) of “protection of stakeholders’ rights” and 22 cases (9.73%) of “violations of the principle of objectivity”. These five most common types of complaints accounted for 76.10% of all complaints pertaining to news reports. For more information,

⁶ Other issues include “issues concerning program planning/production/broadcast scheduling (including reruns)” (3 cases), “violations of the principle of fact verification” (2 cases), “lack of distinction between programs and commercials” (1 cases), “disrupting public order or adversely affecting good social customs” (1 cases), and “commercial violations (including broadcasting time, length, and content)” (1 cases).

see Table 6.

Table 6. Complaints about News Reports by Inappropriate Content Category (2023)			
Genre	Type of inappropriate content	Cases	%
New reports	Violations of the principle of fact verification	61	26.99%
	Violation of laws and regulations promulgated by other government authorities	34	15.04%
	Lack of distinction between programs and commercials	32	14.16%
	Protection of stakeholders' rights	23	10.18%
	Violations of the principle of objectivity	22	9.73%
	Illicit disclosure of personal data	21	9.29%
	Disrupting public order or adversely affecting good social customs	10	4.42%
	Other issues ⁷	23	10.18%
Total		226	100%

2. Television programs, news reports and commercials receiving more than ten complaints

Two news reports received more than ten complaints in 2023. Table 7 lists each of them in order of the number of complaints received.

Table 7. Complaints about Television Programs, News Reports and Commercials in 2023			
Program/News Report/Commercial	Channel	Category	Cases
1819 Headlines of Taiwan	SET News	News	28
EBC Evening News	EBC News	News	13

(1) Twenty-eight complaints were filed against the program *1819 Headlines of Taiwan*

- A. Complaints: The public complained there were illegal commercial breaks during the presidential policy presentation aired by SET News on Dec. 20, saying they violated the laws and regulations of other agencies.

⁷ Other issues include “contents harmful to the physical or psychological well-being of children and youths” (9 cases), “discrimination issues” (7 cases), “Inappropriate program ratings” (6 cases), and “crawling text misuse” (1 cases).

- B. Actions of the NCC: the broadcast date of the aforementioned program was during the election campaign period, and the *Presidential and Vice Presidential Election and Recall Act* includes relevant regulations on handling programs in a fair and just manner. Based on the legal principle that special laws surpass common laws, the NCC respects the judgment and decisions of the election authority – the Central Election Commission – on election-related matters, and has forwarded the complaints to the Central Election Commission to handle in accordance with its authority.
- (2) Thirteen complaints were filed against the program *EBC Evening News***
- A. Complaints: The public complained that an EBC News report aired in May on a mountain accident illicitly disclosed personal data.
- B. Actions of the NCC:
- a. The report in contention was considered to be a report on a disaster, which performs the public interest functions of delivering warnings, performing public services, and maintaining contact. To remind the broadcaster to be more cautious when producing and broadcasting similar news in the future, the NCC has forwarded the complaints to the broadcaster and requested the broadcaster to submit them to its news media self-regulatory committee for discussion and then to issue a public announcement.
 - b. The NCC has also issued a letter asking the broadcaster to make improvements based on the conclusions on the handling of education and training reached during the “EBC News News Media Self-Regulatory Committee’s third extraordinary meeting in 2023” and the handling of news reports involving victims in the “EBC News self-regulatory outline.”

3. Qualitative Analysis of Cases Involving Sexism

The television program *Family Reunion* that aired on SET Drama and SET Taiwan on March 28, 2022:

(1) Program content:

The program’s plot, dialogue, and scenes described in detail criminal techniques used for domestic violence, restrictions on freedom of movement, attempted sexual assault, and humiliation and abuse.

(2) Gender equality issues and review:

Multiple offensive scenes involving gender connotations such as violence against women, coercion, and attempted sexual assault, appeared during the program, which could easily produce sexual biases or misunderstandings of gender relations in viewers. Moreover, there was a lack of oversight on plot elements involving gender violence in order to increase the dramatic effect.

The program also failed to take judicial or ethical corrective measures in a timely manner, showing it has an inadequate understanding of violence and gender connotations. The responsibility for program oversight should be strengthened.

(3) Actions of the NCC:

During the NCC's 1050th Commission Meeting, it was determined that the content of the aforementioned program violated Article 27, Paragraph 3, Subparagraph 2 of the Satellite Broadcasting Act, and fines of NT\$600,000 each were issued on March 7, 2023 via official fine notification letter Tong-Chuan-Nei-Rong-Zi No. 11100394820 and on March 22, 2023 via official fine notification letter Tong-Chuan-Nei-Rong-Zi No. 11100394680 in accordance with Article 53, Subparagraph 2 of the same act.