



## 2013 NCC Report on Broadcasting Content Complaints

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media. Participation of the public plays a key role in the supervision of broadcasting contents. To improve the public's capability of enhancing the quality of radio and television and protect public rights and interests, the NCC established the Broadcasting Content Complaints Website in January 2009. Moreover, broadcasting contents supervision reports are published quarterly and annually to enable greater public participation and understanding in supervising broadcasting contents.

NCC regulates broadcasting media according to the Radio and Television Act, the Satellite Broadcasting Act, as well as other relative regulations. Although currently there is no specific agency in charge of online incidents, in accordance with the Article 46 of the Protection of Children and Juveniles Welfare and Rights Act, NCC began coordinating with responsible competent authorities to establish a means for the public to complain/report about internet-related problems. Consequently, iWIN ([www.win.org.tw](http://www.win.org.tw)) website was established 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 are excluded from this report.

This report shows only the statistical evidence of complaints regarding broadcasting contents. It does not necessarily mean that the related programs or broadcasting businesses violated the relevant regulations. The following is a statistical report about complaints concerning TV and radio during 2013.

### ◆ Overview

According to the data on complaints about the contents of television and radio accumulated in 2013, there were 1,807 complaints in total, a decrease of 910 cases compared with the 2,717 cases in 2012. Nevertheless, 20 in 2013 (43 in 2012) did not fall under the responsibility of the NCC. Thus, omitting irrelevant complaints, there were 2,674 complaints in 2012 and 1,787 in 2013 - a reduction of 33.2%.

As to the means of complaints, Table 1 shows 69.9% of complaints (1,250 complaints) were made through the Broadcasting Content Complaints Website set up

**2013 NCC Report on Broadcasting Content Complaints  
Dept. of Content Affairs**

by NCC for complaints while 30.1% of complaints (537 complaints) were through other means (including NCC service line, service email box and forwarded cases from other agencies).

Further analysis shows that in 2012 the proportions of complaints being made through the website and through other means were 63.3%: 36.7% respectively; compared to the 69.9%: 30.1% ratio in 2013, these shows 6.6% increase in the use of the website. This is indicative of the active encouragement and promotion by the NCC to take advantage of the complaints website.

<b>Table 1: Complaints by Mean Year on Year</b>				
Method	<b>2013</b>		<b>2012</b>	
	Cases	%	Cases	%
Broadcasting Content Complaints Website	1,250	69.9%	1,693	63.3%
Other Means	537	30.1%	981	36.7%
<b>Total</b>	<b>1,787</b>	<b>100.0%</b>	<b>2,674</b>	<b>100.0%</b>

According to complaints about television and radio, there were 1,752 TV complaints in 2013, a decrease of 769 cases compared to the 2,521 cases in 2012. And there were 35 radio complaints in 2013, a decrease of 44 cases compared to the 79 cases in 2012. As to complaints about media types, TV complaints in 2012 accounted for over 90% of total cases. Please see Figure 1 for the variation of complaints about television and radio in the past four years.

**2013 NCC Report on Broadcasting Content Complaints  
Dept. of Content Affairs**

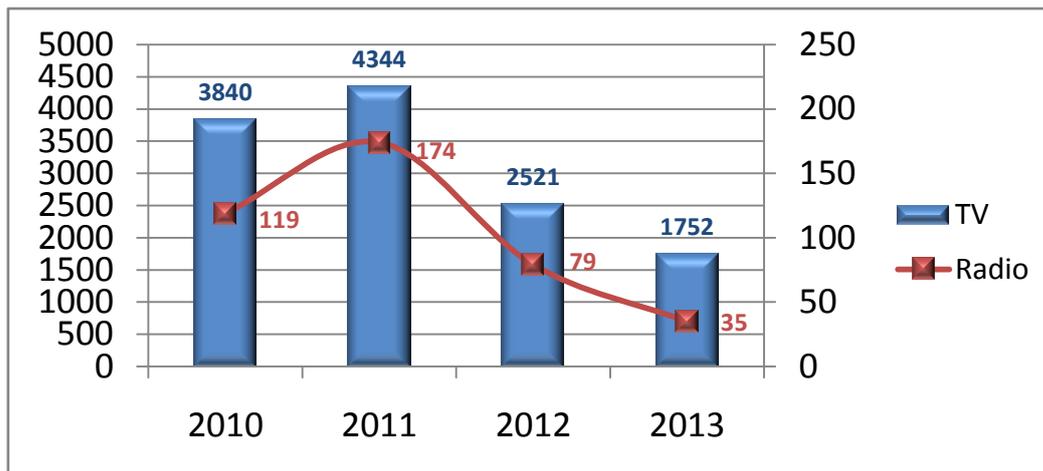


Figure 1: Complaints about television and radio over the past four years

The majority of complaints concerning broadcasting contents were categorized as follows: “False or unjust contents”, “Comments on the contents and wording of certain channels/programs/commercials”, “Harm to children and juveniles”, “No distinction between programs and commercials”, and “Disregard for professional ethics of journalism” - these accounted for 75.3% of complaints. Compared with 2012, “False or unjust contents” remains the most common type of complaint; however, “Comments on the contents and wording of certain channels/programs/commercials” jumped from the sixth most common (261 complaints) in 2012 to the second most common (280) in 2013. Complaints were usually that prime-time drama programs are too long, TV stations arbitrarily change or end the broadcast of the program, too many on-screen news flashes interrupt the viewing, and too much coverage of the murder news and the content is inappropriate etc. Nevertheless, the third and fourth are comments on “Harm to children and juveniles”, “No distinction between programs and commercials”, whereas “Disregard for professional ethics of journalism” jumped from the eighth (134) in 2012 to the fifth (107) most common complaint type in 2013 (refer to Table 2 and Figure 2).

**2013 NCC Report on Broadcasting Content Complaints  
Dept. of Content Affairs**

<b>Table 2: Top 5 Types of Complaints Year on Year</b>					
<b>2013</b>			<b>2012</b>		
<b>Item</b>	<b>Cases</b>	<b>%</b>	<b>Item</b>	<b>Cases</b>	<b>%</b>
False or unjust contents	668	37.4%	False or unjust contents	494	18.5%
Comments on the contents or wording of certain channels/programs/commercials	280	15.7%	Suggestions on the overall broadcasting policies/regulations	439	16.4%
Harm to children and juveniles	179	10.0%	Harm to children and juveniles	306	11.4%
No distinction between programs and commercials	110	6.2%	No distinction between programs and commercials	272	10.2%
Disregard for professional ethics of journalism	107	6.0%	Disrupting public order or adversely affecting good social customs	270	10.1%
<b>Total</b>	<b>1,344</b>	<b>75.3%</b>	<b>Total</b>	<b>1,781</b>	<b>66.6%</b>

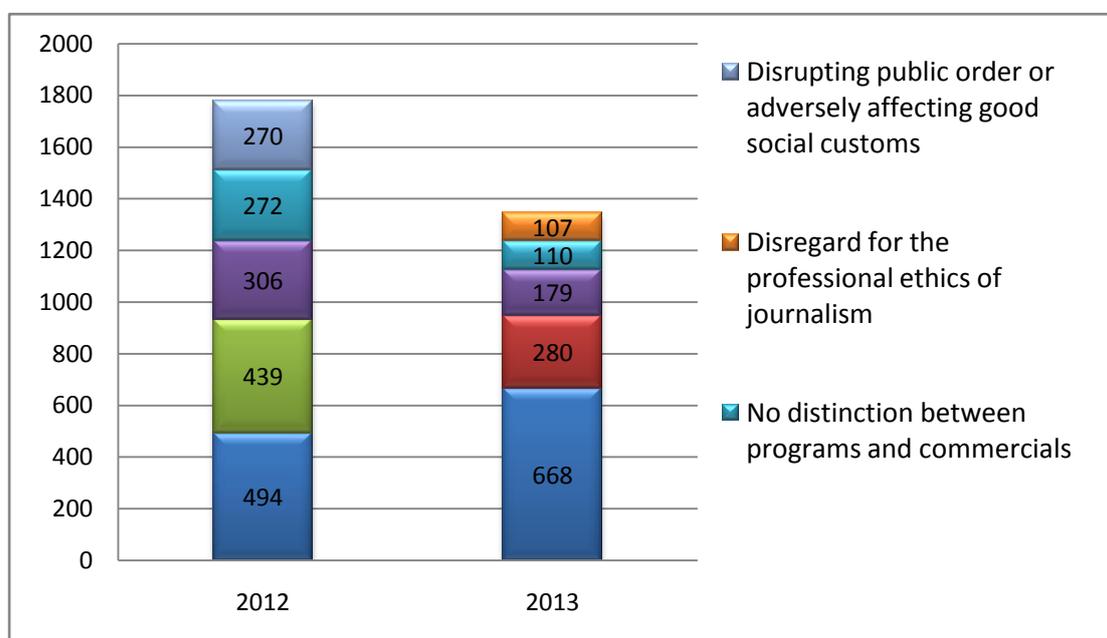


Figure 1 : Top 5 Types of Complaints Year on Year

Since the NCC began publishing annual broadcasting contents reports in 2009, the number of cases concerning “False or unjust contents” has consistently been the highest. Moreover, amongst all the 668 complaints of this type, the majority 565 cases (84.6%) were concerned with television news reports. Complaints were usually about unverified content, biases, fiction, distortion of truth, or mislead the public, etc. Figure 3 shows the trend of this type of complaint over the past four years.

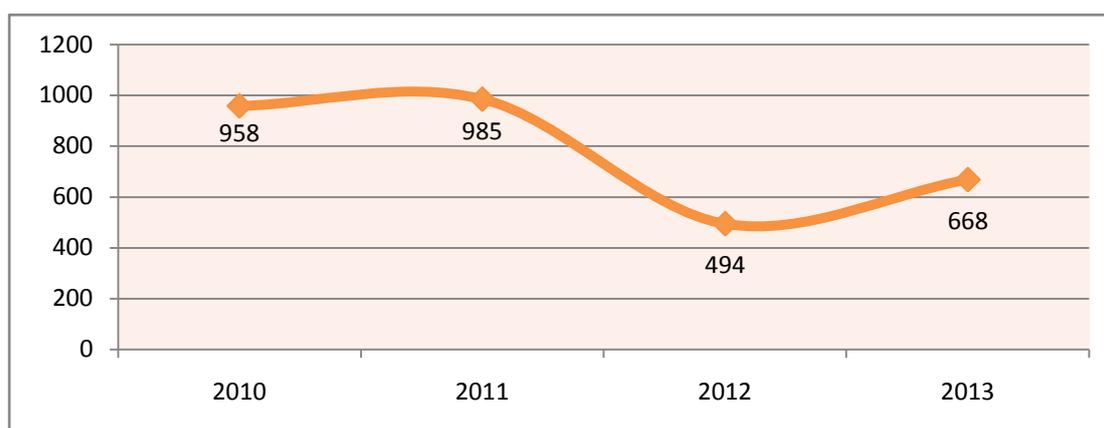


Figure 3: Complaints about "False or unjust contents" over the past four years

From Table 3, we can see that of all complaints, 944 were made by males, whereas 429 were made by females; another 414 complaints were made by people not specifying their gender in the questionnaire.

It can be noted that for the complaints concerning television contents, 923 were made by male viewers while 423 were made by female. As for radio, 21 were made by males whereas 6 were females.

Table 3: Complaints of 2013: by Gender				
Media Type \ Gender	Male		Female	
	Cases	%	Cases	%
Television	923	97.8%	423	98.6%
Radio	21	2.2%	6	1.4%
<b>Total</b>	<b>944</b>	<b>100%</b>	<b>429</b>	<b>100%</b>

Note: Those who do not specify gender have been excluded in the statistics.

Table 4, sorted by the type of inappropriate contents, shows that there were 668 complaints (37.4%) about “False or unjust contents,” followed by 280 complaints (15.7%) about “Comments on the contents and wording of certain channels/programs/commercials,” 179 complaints (10.0%) about “Harm to children and juveniles,” while 110 complaints (6.2%) about “No distinction between programs

**2013 NCC Report on Broadcasting Content Complaints**  
**Dept. of Content Affairs**

and commercials,” and 107 complaints (6.0%) about “Disregard for the professional ethics of journalism.” In total, the top 5 types account for 75.3% of cases. Please see Table 4 for the number and proportion of other types.

<b>Table 4: Complaints by Type of Inappropriate Content (2013)</b>		
Item	Cases	%
<b>False or unjust contents</b>	<b>668</b>	<b>37.4%</b>
<b>Comments on the contents and wording of certain channels/programs/commercials (such as prime-time drama programs are too long, TV stations arbitrarily change or end the broadcast of the programs , too many on-screen news flashes interrupt the viewing, and too much coverage of the murder news and the content is inappropriate)</b>	<b>280</b>	<b>15.7%</b>
<b>Harm to children and juveniles</b>	<b>179</b>	<b>10.0%</b>
<b>No distinction between programs and commercials</b>	<b>110</b>	<b>6.2%</b>
<b>Disregard for professional ethics of journalism (such as disclosing information about the victims/suspects, broadcast Mainland China Program without approval, product placements, sensationalism, distorted values, unverified information, declare guilty without trial, etc.)</b>	<b>107</b>	<b>6.0%</b>
Suggestions on the overall broadcasting policies/regulations or NCC’s administration (such as demand regulation of medicinal wine advertisements, the chaos of the TV commentators/pundits, requesting a reduction in product placements and reruns of programs, too many newspaper and internet contents, overuse of mosaics, too many fortunetelling programs, press freedom abuse)	105	5.9%
Disrupting public order or adversely affecting good social customs	103	5.8%
Inappropriate program and commercial contents or broadcast time	64	3.6%
Frequent reruns of programs	44	2.5%
Inappropriate program rating	35	2.0%
Belonging to other authorities’ responsibility, not NCC	28	1.5%
Commercials overrunning	22	1.2%
Illegal use of on-screen news flashes	12	0.7%
Changes without notice in advance	12	0.7%
Regulation/information inquiries	8	0.4%
Technical problems such as signals, image qualities and the volume of broadcasting	7	0.3%
Complaints’ follow-up inquiries	3	0.1%
<b>Total</b>	<b>1,787</b>	<b>100.0%</b>

## ◆Complaints – Television

Figure 4 shows that of all the 1,752 complaints about television contents, most were concerned with news reports with 985 complaints (56.2%) in total, followed by 530 complaints (30.3%) about general programs<sup>2</sup>, such as dramas, variety shows, infomercial programs and non-specific programs, 93 complaints (5.3%) about TV commercials, 85 complaints (4.9%) about general talk shows, and 59 complaints (3.3%) about political talk shows.

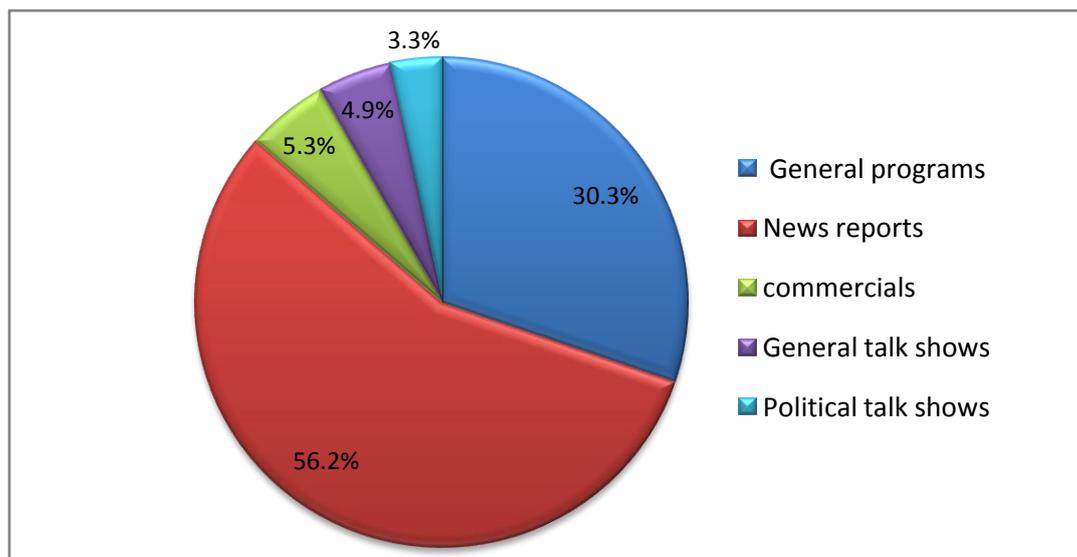


Figure 4: Complaints about Television by Program Types

We can see from Table 5 that of all the 985 complaints regarding television news, 565 complaints (57.4%) were about “False or unjust contents;” second was “Comments on the contents and wording of certain news channels/programs” with 118 complaints (12.0%), including too many remakes of internet contents, biased standpoints of news channels, too many illegal use of on-screen news flashes, the coverage of the murder cases is inappropriate .

Next was “Suggestions on the overall broadcasting policies/regulations or NCC’s administration” with 90 complaints (9.1%), “Disregard for professional ethics of journalism” with 55 cases (5.6%), and finally “No distinction between programs and commercials” with 48 (4.9%). These 5 kinds of TV news complaints accounted for 89.0% of all cases.

<sup>2</sup> Refers to programs other than news reports, talk shows, and commercials, such as non-specific, dramas, variety shows, children programs, sports, infomercial programs, etc.

<b>Table 5: Complaints about Television News by Type of Inappropriate Content (2013)</b>				
Program types	Inappropriate contents	Cases	%	
Television news	<b>False or unjust contents</b>	<b>565</b>	<b>57.4%</b>	
	<b>No distinction between programs and commercials</b>	<b>48</b>	<b>4.9%</b>	
	Harm to children and juveniles	40	4.1%	
	Disrupting public order or adversely affecting good social customs	21	2.1%	
	Inappropriate program and commercial contents or broadcast time	7	0.7%	
	Illegal use of on-screen news flashes	7	0.7%	
	Inappropriate program rating	2	0.2%	
	Commercials overrunning	2	0.2%	
	Others	<b>Comments on the contents and wording of certain channels/programs (too many remake of internet contents, biased standpoints of news channels)</b>	<b>118</b>	<b>12.0%</b>
		<b>Suggestions on the overall broadcasting policies/regulations or NCC's administration (the proportion of the specific news is too high, the coverage of the murder cases is inappropriate)</b>	<b>90</b>	<b>9.1%</b>
		<b>Disregard for professional ethics of journalism</b>	<b>55</b>	<b>5.6%</b>
		Frequent reruns of programs	26	2.6%
		Regulation/information inquiries	2	0.2%
		Belonging to other authorities' responsibility, not NCC	1	0.1%
Technical problems such as signals, image qualities and the volume of the broadcasting		1	0.1%	
<b>Total</b>		<b>985</b>	<b>100.0%</b>	

Table 6 indicates that among the 530 complaints concerning general programs, dramas made up the largest proportion with 212 cases (40.0%), followed by variety shows with 111 (20.9%), children programs with 61 (11.5%), non-specific programs with 52 (9.8%) , capital stock programs with 34 (6.4%), sports programs with 26 (4.9%), infomercial programs with 16 (3.0%), folk and religion programs with 15 (2.9%), and education and culture programs with 3 (0.6%).

**2013 NCC Report on Broadcasting Content Complaints  
Dept. of Content Affairs**

<b>Table 6: Complaints: General Programs on TV Year on Year</b>					
<b>2013</b>			<b>2012</b>		
Program Types	Cases	%	Program Types	Cases	%
Dramas	212	40.0%	Dramas	471	40.8%
Variety shows	111	20.9%	Variety shows	245	21.3%
Children	61	11.5%	Non-specific	133	11.5%
Non-specific	52	9.8%	Children	93	8.1%
Capital stock	34	6.4%	Infomercial	59	5.1%
Sports	26	4.9%	Education and Culture	53	4.6%
Infomercial	16	3.0%	Sports	39	3.4%
Folk and religion	15	2.9%	Capital stock	36	3.2%
Education and Culture	3	0.6%	Folk and religion	24	2.0%
<b>Total</b>	<b>530</b>	<b>100.0%</b>	<b>Total</b>	<b>1,153</b>	<b>100.0%</b>

As we can see from Table 7, with regards to complaints concerned with inappropriate content of general programs, 104 (19.6%) were about “Comments on the contents and wording of certain channels/programs/commercials,” followed by 100 (18.9%) about “Harm to children and juveniles,” 62 (11.7%) about “Disrupting public order or adversely affecting good social customs,” 54 (10.2%) about “No distinction between programs and commercials”, and 42 (7.9%) about “False or unjust contents.” These 5 kinds of complaints accounted for 68.3% of cases (362).

Table 7: Complaints by Type of Inappropriate Content (2013)				
Program Types	Inappropriate Contents	Cases	%	
General programs	<b>Harm to children and juveniles</b>	<b>100</b>	<b>18.9%</b>	
	<b>Disrupting public order or adversely affecting good social customs</b>	<b>62</b>	<b>11.7%</b>	
	<b>No distinction between programs and commercials</b>	<b>54</b>	<b>10.2%</b>	
	<b>False or unjust contents</b>	<b>42</b>	<b>7.9%</b>	
	Inappropriate program rating	27	5.1%	
	Inappropriate program and commercial contents or broadcast time	24	4.5%	
	Frequent reruns of programs	18	3.4%	
	Commercials overrunning	14	2.7%	
	Changes without notice in advance	12	2.3%	
	Illegal use of on-screen news flashes	4	0.8%	
	Others	<b>Comments on the contents and wording of certain channels/programs/commercials</b>	<b>104</b>	<b>19.6%</b>
		<b>Suggestions on the overall broadcasting policies/regulations or NCC's administration</b>	<b>36</b>	<b>6.8%</b>
		Belonging to other authorities' responsibility, not NCC	17	3.2%
		Regulation/information inquiries	5	0.9%
		Disregard for professional ethics of journalism	5	0.9%
		Technical problems such as signals, image qualities and the volume of the broadcasting	4	0.8%
Complaints' follow-up inquiries		2	0.3%	
<b>Total</b>		<b>530</b>	<b>100.0%</b>	

From Table 8, we can see that of all the 93 complaints made about television commercials, 28 (30.1%) were about “Inappropriate commercial contents or broadcast time,” followed by 20 (21.5%) about “Harm to children and juveniles,” 9 (9.7%) about “Comments on the contents and wording of certain commercials,” 9 (9.7%) about “Belonging to other authorities’ responsibility, not NCC,” and 8( 8.6% )about “False or unjust contents.” These five most common complaints accounted for 79.6% of all complaints against inappropriate TV commercials.

Table 8: Complaints about Television Commercials by Type of Inappropriate Content (2013)			
Program Types	Inappropriate Contents	Cases	%

**2013 NCC Report on Broadcasting Content Complaints**  
**Dept. of Content Affairs**

Television commercials	<b>Inappropriate commercial contents or broadcast time</b>	<b>28</b>	<b>30.1%</b>	
	<b>Harm to children and juveniles</b>	<b>20</b>	<b>21.5%</b>	
	<b>False or unjust contents</b>	<b>8</b>	<b>8.6%</b>	
	Disrupting public order or adversely affecting good social customs	7	7.5%	
	Commercials overrunning	4	4.3%	
	No distinction between programs and commercials	2	2.1%	
	Inappropriate program rating	1	1.1%	
	Others	<b>Comments on the contents and wording of certain commercials</b>	<b>9</b>	<b>9.7%</b>
		Belonging to other authorities' responsibility, not NCC	9	9.7%
		Suggestions on the overall broadcasting policies/regulations or NCC's administration (demand regulation of medicine wine advertisements and advertising time)	3	3.2%
	Complaints' follow-up inquiries	1	1.1%	
	Technical problems such as signals, image qualities and the volume of the broadcasting	1	1.1%	
<b>Total</b>		<b>93</b>	<b>100.0%</b>	

It can be seen from Table 9 that of all the 144 complaints about television talk shows, 49 (34.0%) were about “False or unjust contents.” The second most common complaint was “Comments on the contents and wording of certain talk show” with 43 cases (29.9%). The public were primarily concerned with the appropriateness of program guests and topics, and contents about slander or exaggeration, product placement marketing, etc. The third was comments on “Harm to children and juveniles,” which registered 15 cases (10.4%). Next was “Disregard for the professional ethics of journalism” with 12 complaints (8.3%), and finally “Suggestions on the overall broadcasting policies/regulations” with 7 cases (4.8%). These five most common complaints accounted for 87.4% of all complaints against inappropriate TV talk shows.

<b>Table 9: Complaints about Television Talk Shows by Type of Inappropriate Content (2013)</b>				
Program Types	Inappropriate Contents	Cases	%	
Talk Shows	<b>False or unjust contents</b>	<b>49</b>	<b>34.0%</b>	
	<b>Harm to children and juveniles</b>	<b>15</b>	<b>10.4%</b>	
	Disrupting public order or adversely affecting good social customs	5	3.5%	
	Inappropriate program rating	5	3.5%	
	No distinction between programs and commercials	3	2.1%	
	Inappropriate program and commercial contents or broadcast time	2	1.4%	
	Illegal use of on-screen news flashes	1	0.7%	
	Commercials overrunning	1	0.7%	
	Others	<b>Comments on the contents and wording of certain talk show (such as appropriateness of program guests and topics, contents about slander or exaggeration , product placement marketing)</b>	<b>43</b>	<b>29.9%</b>
		<b>Disregard for professional ethics of journalism</b>	<b>12</b>	<b>8.3%</b>
		<b>Suggestions on the overall broadcasting policies/regulations or NCC's administration (such as overuse of mosaics, demand regulation of the TV commentators/pundits, rumor mongering)</b>	<b>7</b>	<b>4.8%</b>
		Belonging to other authorities' responsibility, not NCC	1	0.7%
<b>Total</b>		<b>144</b>	<b>100.0%</b>	

Each of the following programs in 2013 received more than 10 complaints: “1700 Evening News” and “News Tornado” of Cti News Channel, “Feng Shui Family” of FTV (main Channel), “The Heart of Woman” of iSET Taiwan Channel, “Report of the final of I am a Singer” and “Moment of Truth” of ETTV (please see Table 10 for more information):

<b>Table 10: Complaints about Television Programs (2013)</b>			
<b>Name of Program/Commercial</b>	<b>Channel</b>	<b>Type</b>	<b>Cases</b>
1700 Evening News	Cti News Channel	News Report	414
News Tornado	Cti News Channel	Political talk shows	67
Feng Shui Family	FTV (main Channel)	Drama	51
The Heart of Woman	iSET Taiwan Channel	Drama	34
Report of the final of I am a Singer	ETTV	News Report	21
Moment of Truth	ETTV	General talk shows	21

(1) “1700 Evening News” of Cti News Channel – 414 complaint cases

Complaints : On February 2, 2013, Cti News Channel broadcasted the report, “Chomsky: If I had known the truth, I wouldn’t have raised the plate and posed for the picture”. Nevertheless, the channel didn’t translate Prof. Chomsky’s speech correctly. The false report seriously misled the public.

Action of the NCC : Asked Cti TV Inc. to present relevant explanation that will be a reference for evaluating Cti News Channel’s license renewal.

(2) “News Tornado” of Cti News Channel – 67 cases

Complaints : In order to raise ratings, the host and guest went to the crime scene of Bali, and simulated the criminal process. Participants discussed a Japanese animation, “Attack on Titan”; however, they misinterpreted the author’s intent and made groundless statements that were insinuations of offending Japanese. The videos used in the program were not authorized, either. Moreover, the program constantly used false and unverified content to mislead the audiences.

Action of the NCC : NCC has given a copy of the viewer’s comments to Cti TV for reference. Cti TV also replied to NCC about the program and complaints’ follow-up inquiries.

(3) “Feng Shui Family” of FTV (main channel) – 51 cases

Complaints : The drama contains unnaturally represented brand placements of an insurance company and other inappropriate contents that are not suitable for family viewing time, such as torture, murder, rape, beating, hostage-taking, forcible drug-taking and lynching. The program broadcast content harming juveniles and children and adversely affected good social customs. Moreover, some expressed the opinion that there were too many episodes of the drama being shown, etc.

Action of the NCC : Concerning product placements, it seems to violate the commercial product placement special principle of the provisional specification case. As for the inappropriate contents, such as rape, beating, hostage-taking, forcible drug-taking and lynching, broadcasted on November 21 and 25, 2013, the Consultation Meeting determined that the channel violated the provisions of the Radio and Television Act and respective punitive measures should be undertaken.

(4) “The Heart of Woman” of iSET Taiwan Channel – 34 cases

Complaints : The drama with exaggerated plots and crime simulations imparted immoral behavior imitation. Moreover, there were excessive violent and criminal details that negatively affected the physical and mental health of children and juveniles, seriously misled values, and adversely affected good social customs.

Action of the NCC : In order to mitigate the negative effects that may be caused by the exaggerated plots, NCC forwarded the above mentioned complaints, despite no obvious violation, to the TV station for reference and improvement. This was intended to urge the station to reinforce its internal controls and make appropriate content adjustments.

(5) “Report of the final of I am a singer” of ETTV News Channel – 21 cases

Complaints : ETTV News Channel broadcasted the Mainland China entertainment program “I am a Singer” that crowded out other news. The program broadcasted live without the content approved by the competent authority and was not authorized by Hunan TV, which violates the purpose of news channels. Also, the program frequently blatantly showed specific sponsor names in the broadcast content and advertising for specific companies. And most content were about entertainment shows, etc., which disregarded the professionalism of news channels and related regulations.

Action of the NCC : As for public comments regarding product placement marketing, according to Paragraph 2, Article 5 of “Regulation for TV programs engaging in commercial

placement marketing” legislated by NCC, the merchandise, logos, and commercial services shown in programs but which offer no direct interest to the broadcaster, due to the fact of the content originating overseas, shall not be deemed as commercial placement marketing. Therefore, showing the names of Mainland China merchandise was not deemed as commercial placement marketing, constituting no obvious violation of the regulation about distinction between programs and commercials. Furthermore, NCC forwarded the letter about relative complaints to ETTV for their reference.

(6) “Moment of Truth” of ETTV – 21 cases

Complaints : The talk show discussed Hybernemia that caused the death of the baby girl Xian Xian on November 28, 2013. The show misled the audience by talking about how the intake of salt can be harmful to the human body. Moreover, the show gave the examples like “sprinkling salt on the bok choy” to explain what damage salt can do to our bodies. Nonetheless, the baby girl Xian Xian died from over-consuming salt instead of being soaked in salty water or rubbing salt on her wounds. Such false information could potentially create panic in society. Furthermore, ETTV did not fulfill its responsibility by reviewing or editing the false information before broadcast, nor did ETTV make corrections after the broadcast. The audience also made complaints to the channel but never received any response. Moreover, the topic and video content on this show has exceeded general level of program.

Action of the NCC : NCC issued official letters to ETTV to request for explanations. The company replied: the dispute was caused by the fact that the guests did not deliver their ideas in a consistent and organized way nor did they provide in-depth elaboration. NCC reviewed the replies and requested the case to be submitted to the ETTV Ethics Committee for discussion with all the meeting minutes being forwarded to NCC afterward. In addition, all of the explanations provided by ETTV regarding the case will be taken into account for its future evaluation and re-licensing.

**◆Complaints – Radio**

Turning next to radio, we can see from Figure 5 that there were 35 complaints about radio contents in 2013. Most of them were concerning general programs<sup>3</sup> (48.6%), followed by other program types (31.4), news and political talk shows (17.1%), and music programs (2.9%).

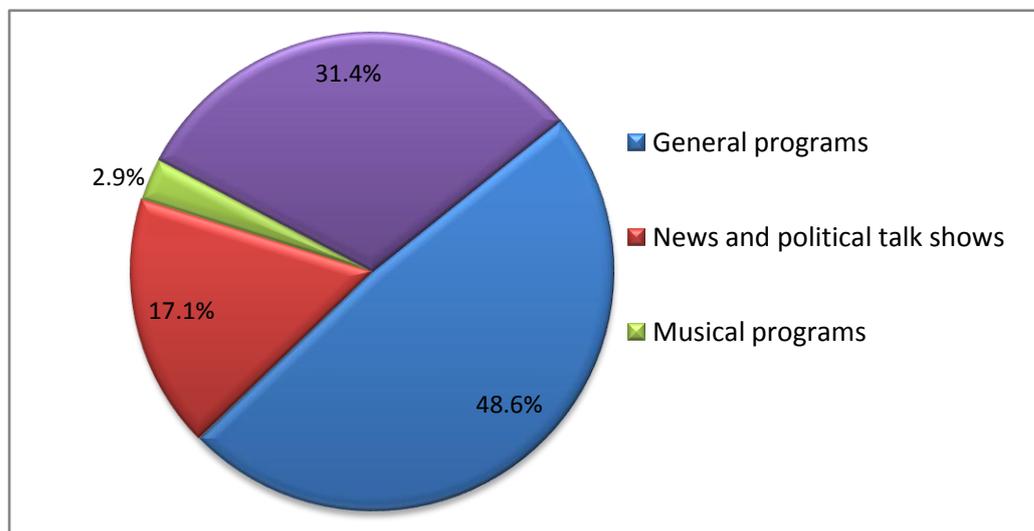


Figure 5: Complaints about Radio by Program Types (2013)

Further analysis of complaints concerning radio programs/commercials shows that most complaints were about “Disrupting public order or adversely affecting good social customs,” with 8 complaints (22.8%), followed by 6 complaints (17.1%) about “Comments on the contents and wording of certain radio channels/programs/commercials.” Complaints were usually about inappropriate comments/words of the host. Moreover, there were 4 complaints each (11.4%) made against “Harm to children and juveniles,” “False or unjust contents,” and “Complaints about suggestions on the overall broadcasting policies/regulations.” These five common complaints account 74.1% in total. Please see Table 12 for the number and proportion of other types

<sup>3</sup>General programs mean that program contents were diversiform or people didn’t complain about certain programs.

<b>Table 12: Complaints: General radio programs/commercials in 2013: by type of inappropriate content</b>			
Complaints	Contents	Cases	%
General radio programs/ commercials	<b>Disrupting public order or adversely affecting good social customs</b>	<b>8</b>	<b>22.8%</b>
	<b>Harm to children and juveniles</b>	<b>4</b>	<b>11.4%</b>
	<b>False or unjust contents</b>	<b>4</b>	<b>11.4%</b>
	Inappropriate program and commercial contents or broadcast time	3	8.6%
	No distinction between programs and commercials	3	8.6%
	Commercials overrunning	1	2.9%
	<b>Comments on the contents and wording of certain channels/programs/commercials (inappropriate comments/wordings of the host)</b>	<b>6</b>	<b>17.1%</b>
	<b>Suggestions on the overall broadcasting policies/regulations or NCC's administration (such as improve public communication and education of the disadvantaged groups, too many fortune telling programs, use more Taiwanese, Aboriginal languages, Hakka language)</b>	<b>4</b>	<b>11.4%</b>
	Technical problems such as signals, image qualities and the volume of the broadcasting	1	2.9%
	Regulation/information inquiries	1	2.9%
<b>Total</b>		<b>35</b>	<b>100.0%</b>