



2017 First Quarter (January – March) NCC Report on Broadcasting Content Complaints

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 an analysis of complaints submitted by the general public.; it also incorporates public complaints concerning broadcasting operations. The objective of this report is to update the general public with recent information on the supervision of broadcasting contents as well as operations by the NCC.

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 (www.win.org.tw) 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.

This report shows only the statistical evidence of complaints regarding broadcasting contents. 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 TV and radio in the first quarter of 2017 (January to March).

◆Complaints – Overall

According to the data on complaints about the contents of television and radio compiled during the first quarter of 2017 (January to March), 344¹ complaints were

¹ A total of 35 invalid cases not related to TV or radio were excluded.

made in total: 309 against television contents (89.8%), 35 against radio contents (10.2%). Please see Figure 1.

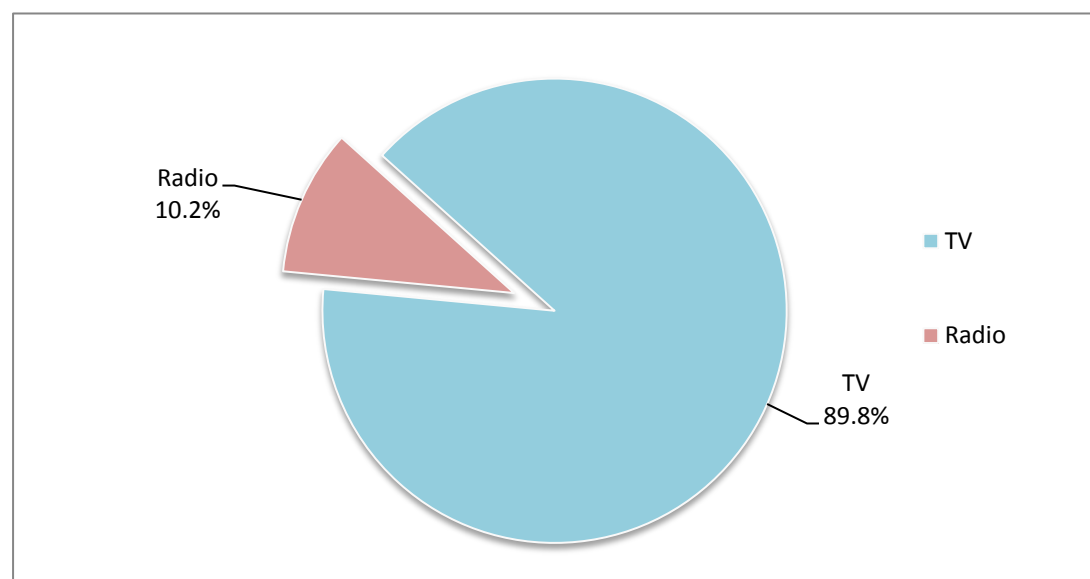


Figure 1: Complaints by Media Types (Q1 2017)

Table 1 shows that of the total 344 complaints, 177 cases (51.5%) and 96 cases (27.9%) were submitted by males and females respectively; another 71 cases (20.6%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Complaints by Gender (Q1 2017)				
	Male	Female	Unspecified	Total
TV	156	89	64	309
Radio	21	7	7	35
Total	177	96	71	344
Percentage	51.5%	27.9%	20.6%	100.0%

Figure 2 shows that 98 complaints (28.5%) were made through the NCC's Broadcasting Content Complaints Website specifically set up by NCC, while 246 cases (71.5%) were through other means, such as telephone, email, and cases forwarded from other agencies.

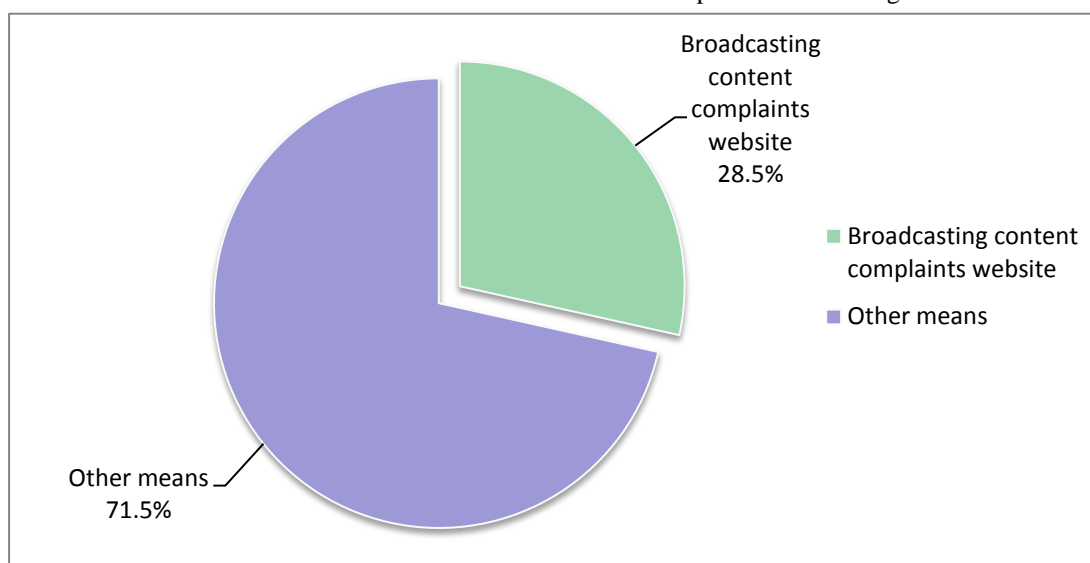


Figure 2: Means of Filing Complaints (Q1 2017)

Table 2 shows that 314 complaints (91.3%) of the 344 complaints against TV and radio pertained to inappropriate content, while 30 (8.7%) of the complaints were specific to business operations. Of the complaints against inappropriate content, 90 complaints (26.2%) were concerning “false or unjust contents,” followed by 58 (16.9%) “comments on the contents or wording of certain channels (radios)/programs/commercials,” 31 (9.0%) “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” 29 (8.4%) “harmful contents for children and juveniles,” and 28 (8.1%) each concerning “disrupting public order or adversely affecting good social customs” and “inappropriate contents or broadcast time of commercials.” The total number of these top six types of complaints amounted to 264 cases, accounting for 76.7% of all complaints. Please see Table 2 for the numbers and percentages of other types.

Table 2: Complaints by Type of Inappropriate Content and Operation (Q1 2017)			
	Item	Cases	%
Content	False or unjust contents	90	26.2%
	Comments on the contents or wording of certain channels (radios)/programs/commercials	58	16.9%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	31	9.0%
	Harmful contents for children and juveniles	29	8.4%
	Disrupting public order or adversely affecting good social customs	28	8.1%
	Inappropriate contents or broadcast time of	28	8.1%

	commercials		
	No distinction between programs and commercials	15	4.4%
	Disregard for professional ethics of journalism	14	4.1%
	Inappropriate program ratings	7	2.0%
	Overly frequent replays	6	1.7%
	Overrunning commercials	5	1.5%
	Changes without prior announcement	2	0.6%
	Inquiries for regulations/information	1	0.3%
	Subtotal	314	91.3%
Operation	Inappropriate customer service attitude	12	3.5%
	Issues regarding program planning/production/ broadcasting	8	2.3%
	Technical problems with radio or TV reception, image quality, and sound volume	6	1.7%
	Issues regarding property right, right of agency, or broadcasting right	2	0.6%
	Issues related to license conditions	1	0.3%
	Inquiries about the evaluation process of channel application and license renewal	1	0.3%
	Subtotal	30	8.7%
Total		344	100.0%

◆Complaints – Television

Of the 309 complaints about television programs, most were against “news reports,” with 115 cases (37.2%) followed by 86 (27.8%) against “general programs²,” 42 (13.6%) against “commercials,” 28 (9.1%) against “non-specific programs,” 14 (4.5%) against “issues in operation and management,” 14 (4.5%) against “political talk shows,” and 10 (3.3%) against “general talk shows.” Please see Figure 3 for details.

² General programs include drama, variety shows, children’s programs, educational and cultural programs, and programs about infomercial information, folk religion, capital stock, and sports.

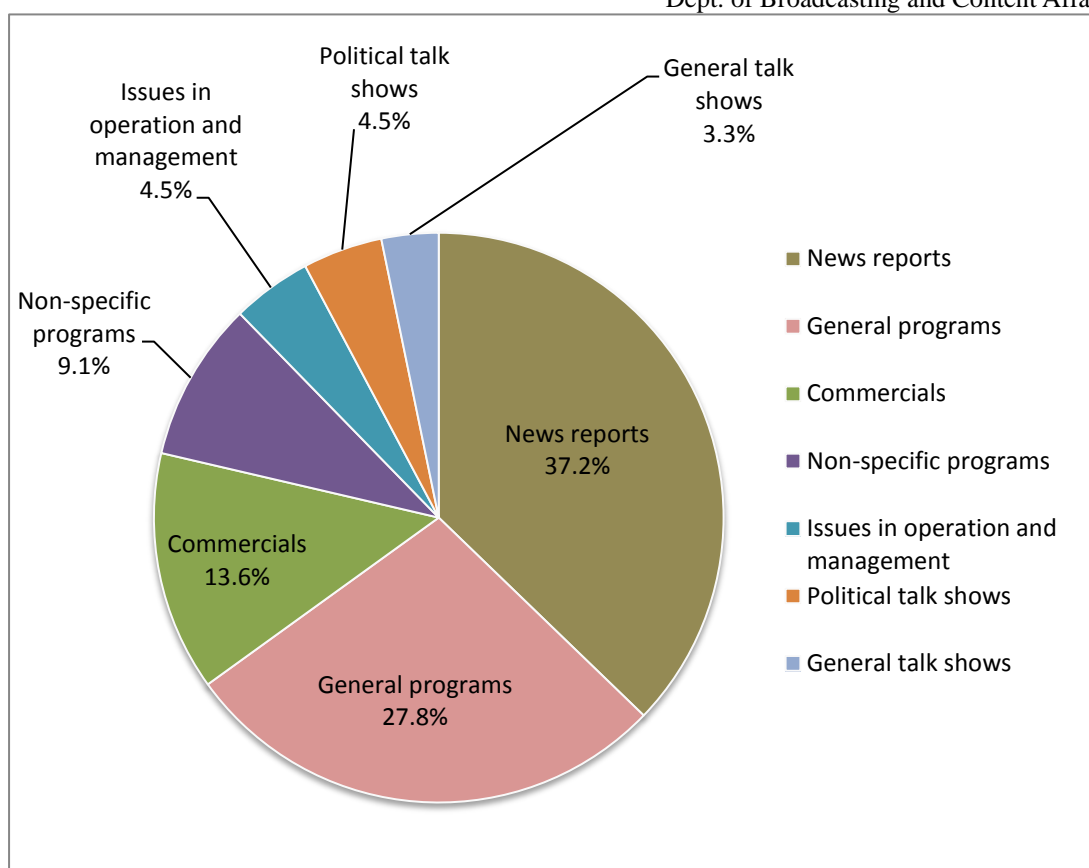


Figure 3: Complaints made against types of TV programs (Q1 2017)

It can be seen from Table 3 that amongst the 115 complaints about TV news reports, 57 complaints (49.6%) were about “false or unjust contents,” followed by 21 (18.3%) “comments on the contents or wording of certain channels/programs/commercials,” and 14 (12.2%) were for “disregard for professional ethics of journalism.” The total number of these top three types of TV news report complaints amounted to 92 cases, accounting for 80.1% of all TV news report complaints. The details are listed in Table 3:

Table 3: Complaints about TV News Reports by Type of Inappropriate Content (Q1 2017)			
Program type	Inappropriate content	Cases	%
News reports	False or unjust contents	57	49.6%
	Comments on the contents or wording of certain channels/programs/commercials	21	18.3%
	Disregard for professional ethics of journalism	14	12.2%
	Suggestions on the overall broadcasting policies/regulations or NCC’s	9	7.8%

	administration		
	No distinction between programs and commercials	6	5.1%
	Harmful contents for children and juveniles	3	2.6%
	Disrupting public order or adversely affecting good social customs	3	2.6%
	Inappropriate program ratings	1	0.9%
	Issues regarding program planning/production/ broadcasting	1	0.9%
Total		115	100.0%

Figure 4 indicates that amongst the 86 complaint cases about TV general programs, the largest proportion were the 46 cases (53.5%) about “dramas,” followed by 19 (22.1%) about “variety shows,” 9 (10.5%) about “infomercial programs,” 6 (6.9%) about “folk religion,” 3 (3.4%) about “capital stock programs,” 1 (1.2%) about “children’s programs,” 1 (1.2%) about “sports programs,” and 1 (1.2%) about “educational and cultural programs.”

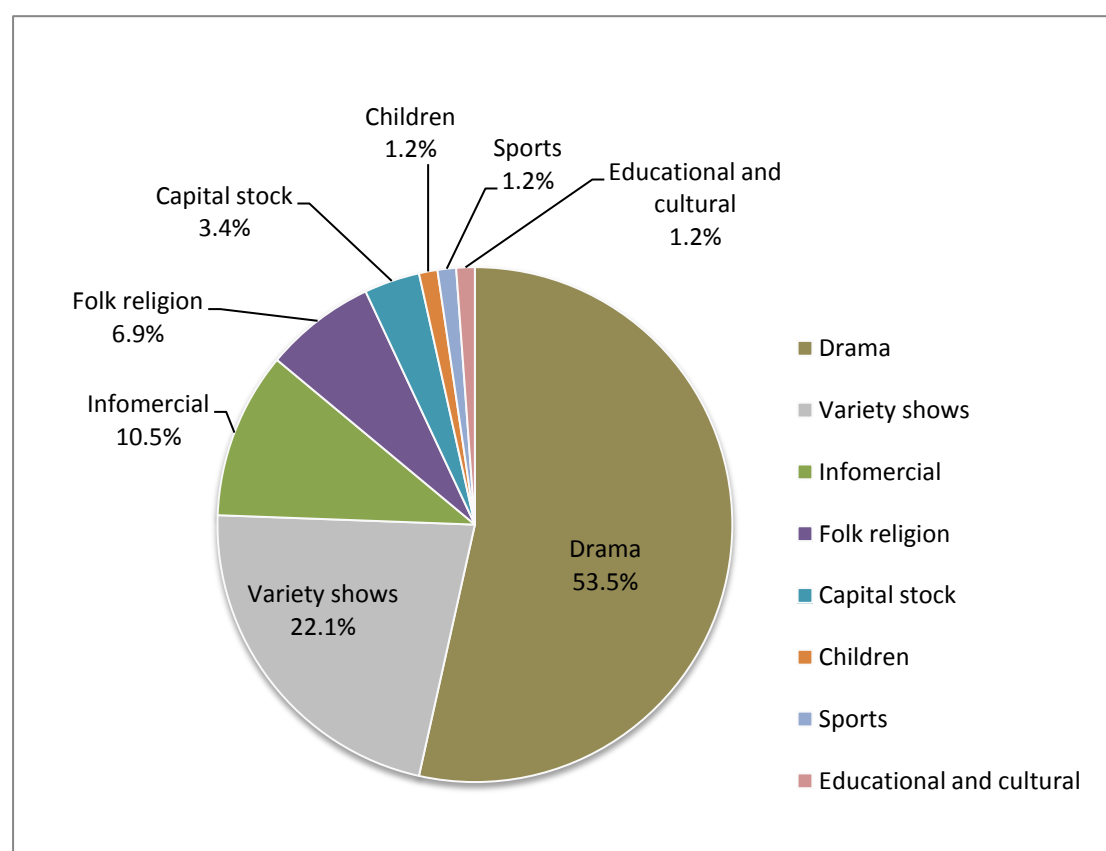


Figure 4: Complaints about TV Content: by Types of General Programs (Q1 2017)

Furthermore, an analysis on the types of inappropriate contents of general programs shows that “disrupting public order or adversely affecting good social customs” topped the list with 22 complaints (25.6%), followed by 15 complaints (17.4%) “comments on the contents and wording of certain channels/programs/commercials,” and 13 complaints (15.1%) concerning “harmful contents for children and juveniles.” The total number of these top three types of complaints amounted to 50 cases, accounting for 58.1% of all complaints against TV general programs. Please see Table 4 for more details:

Table 4: Complaints about TV General Programs by Type of Inappropriate Content (Q1 2017)			
Program type	Inappropriate content	Cases	%
General programs	Disrupting public order or adversely affecting good social customs	22	25.6%
	Comments on the contents and wording of certain channels/programs/commercials	15	17.4%
	Harmful contents for children and juveniles	13	15.1%
	False or unjust contents	7	8.1%
	Inappropriate program ratings	6	7.0%
	Issues regarding program planning/production/ broadcasting	5	5.8%
	Overly frequent replays	4	4.7%
	Inappropriate contents or broadcast time of commercials	3	3.5%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	3	3.5%
	Changes without prior announcement	2	2.3%
	Overrunning commercials	2	2.3%
	Inappropriate customer service attitude	2	2.3%
	Technical problems with radio or TV reception, image quality, and sound volume	1	1.2%
	No distinction between programs and commercials	1	1.2%

Total	86	100.0%
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Amongst the 42 complaints about TV commercials, the largest proportion were the 22 cases (52.4%) about “inappropriate contents or broadcast time of commercials,” followed by 7 (16.7%) about “harmful contents for children and juveniles,” and 6 (14.3%) “comments on the contents or wording of certain channels/programs/commercials.” The total number of these three types of complaints amounted to 35 cases, accounting for 83.4% of all complaints against commercials. Please see Table 5 for details.

Table 5: Complaints about Television Commercials by Type of Inappropriate Content (Q1 2017)			
Program type	Inappropriate content	Cases	%
TV Commercials	Inappropriate contents or broadcast time of commercials	22	52.4%
	Harmful contents for children and juveniles	7	16.7%
	Comments on the contents or wording of certain channels/programs/commercials	6	14.3%
	False or unjust contents	3	7.0%
	Disrupting public order or adversely affecting good social customs administration	1	2.4%
	Overrunning commercials	1	2.4%
	No distinction between programs and commercials	1	2.4%
	Overly frequent replays	1	2.4%
Total		42	100.0%

Table 6 shows that of the 24 complaints about TV talk shows³, the largest proportion were the 9 (37.5%) concerning “false or unjust contents,” followed by 6 (25.0%) “comments on the contents and wording of certain channels/programs/commercials.” The total number of these two types of complaints amounted to 15 cases, accounting for 62.5% of all complaints against TV talk shows. Please see Table 6 for details:

³ Includes both general and political talk shows

Table 6: Complaints about TV Talk Shows by Type of Inappropriate Content (Q1 2017)

Program type	Inappropriate content	Cases	%
TV talk shows	False or unjust contents	9	37.5%
	Comments on the contents and wording of certain channels/programs/commercials	6	25.0%
	Harmful contents for children and juveniles	2	8.3%
	No distinction between programs and commercials	2	8.3%
	Suggestions on the overall broadcasting policies/regulations or NCC's administration	2	8.3%
	Disrupting public order or adversely affecting good social customs	1	4.2%
	Technical problems with radio or TV reception, image quality, and sound volume	1	4.2%
	Inappropriate contents or broadcast time of commercials	1	4.2%
Total		24	100.0%

The following program during the first quarter of 2017 (January to March) received more than 10 complaints: The drama “Taste of Life” of SET Taiwan. Please see Table 7 for more information.

Table 7: Complaints about TV programs (Q1 2017)

Program Name	Channel	Type	Cases
Taste of Life	SET Taiwan	Drama	26

The drama “Taste of Life” received a total of 26 complaints.

Complaints: The program has too many episodes (a poor story plot that has been broadcasted for too long). The plot was overly exaggerated, including extramarital affairs, kidnapping, violence, power struggles, bribing law enforcement officers

and medical personnel. This not only severely affects its impression on society, but also causes a negative influence on children and juveniles. It violated good social customs and is not appropriate for family prime time broadcast.

Action of the NCC: While the NCC respects the media's professional autonomy and editorial freedom and takes action according to relevant laws and regulations in the event of explicit violations. In response to complaints about the drama having too many episodes, the NCC has forwarded the public complaints to SET for its reference, as there are no related regulation in the current Satellite Broadcasting Act. Regarding the appearance of content such as extramarital affairs, kidnapping, violence, bribing law enforcement officers and medical personnel, and power struggles, the NCC reviewed the program's plot and image processing. Although they have not explicitly violated any regulations and are considered to be within the realm of reasonable plot development, the NCC is concerned that the drama's connotations may bring negative influences to the society. Hence the NCC has forwarded the complaints and comments to the company as a reference, and asked them to edit, review the content more rigorously. They were also asked to make improvements in order to avoid penalties.

◆Complaints - Radio

Figure 5 shows that amongst the 35 complaints concerning radio, 23 cases (65.7%) were about “comprehensive programs⁴,” followed by 5 (14.3%) about “issues in operation and management,” and 3 (8.6%) each for “musical programs” and “news reports and political talk shows,” and 1 (2.8%) about “programs of other types.” Please see Figure 5 for more details:

⁴ Comprehensive programs consist of diverse program contents; otherwise viewers did not complain about a specific program.

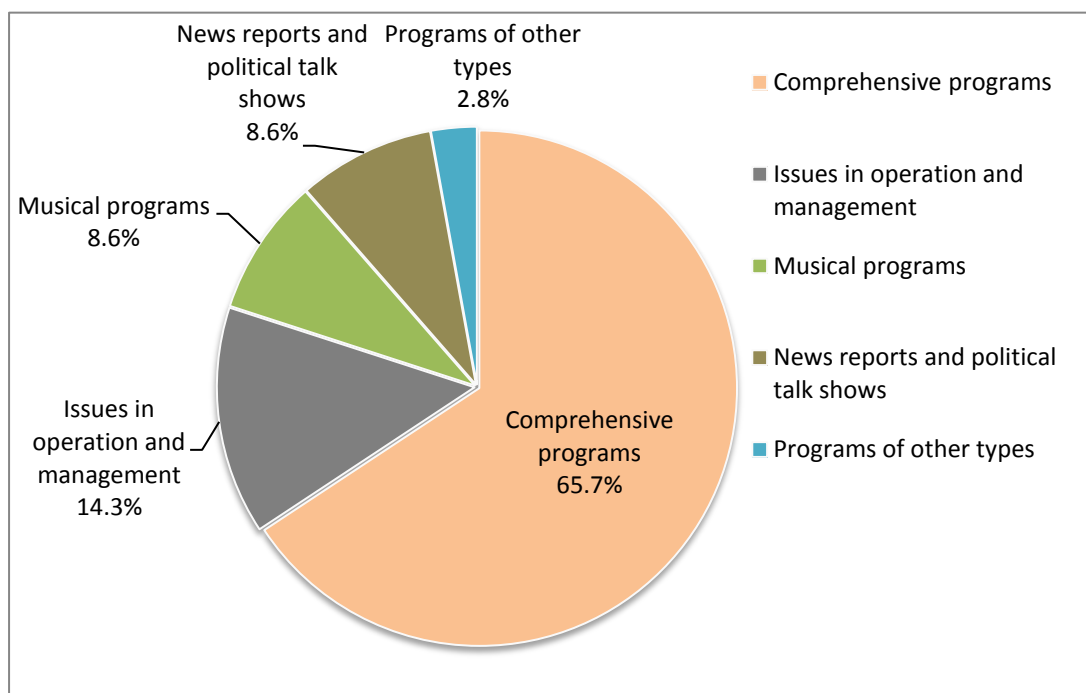


Figure 5: Complaints about Radio by Program Types (Q1 2017)

Amongst the complaints about inappropriate content from the general public, Table 8 shows that there 10 (28.6%) “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” followed by 6 complaints (17.1%) that were “comments on the contents and wording of certain channels/programs/commercials,” and “false or unjust contents.” The total number of these three types of complaints amounted to 22 cases, accounting for 62.8% of all complaints about radio programs. Please see Table 8 for more information:

Table 8: Complaints about Radio Programs by Type of Inappropriate Content and Operation (Q1 2017)			
Inappropriate content		Cases	%
Content	Comments on the contents and wording of certain channels/programs/commercials	10	28.6%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	6	17.1%
	False or unjust contents	6	17.1%
	No distinction between programs and commercials	5	14.2%
	Inappropriate contents or broadcast time of commercials	2	5.7%
	Overrunning commercials	1	2.9%
	Harmful contents for children and juveniles	1	2.9%

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Operation	Inappropriate customer service attitude	2	5.7%
	Technical problems with radio or TV reception, image quality, and sound volume	1	2.9%
	Issues related to license conditions	1	2.9%
Total		35	100.0%