



## **2017 Second Quarter (April – June) NCC Report on Broadcasting Supervision**

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 public complaints about broadcasting content and business operation, which is expected to help the public understand the status of broadcasting supervision, as well as allow everyone to participate in the supervision of radio and television media.

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](http://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 radio and TV media. 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 radio and TV media in the second quarter of 2017 (April to June).

### **◆Broadcasting Complaints Overview**

According to the data on complaints about television and radio compiled during

the second quarter of 2017 (April to June), 496<sup>1</sup> complaints were made in total: 441 against television (88.9%), 55 against radio (11.1%). Please see Figure 1.

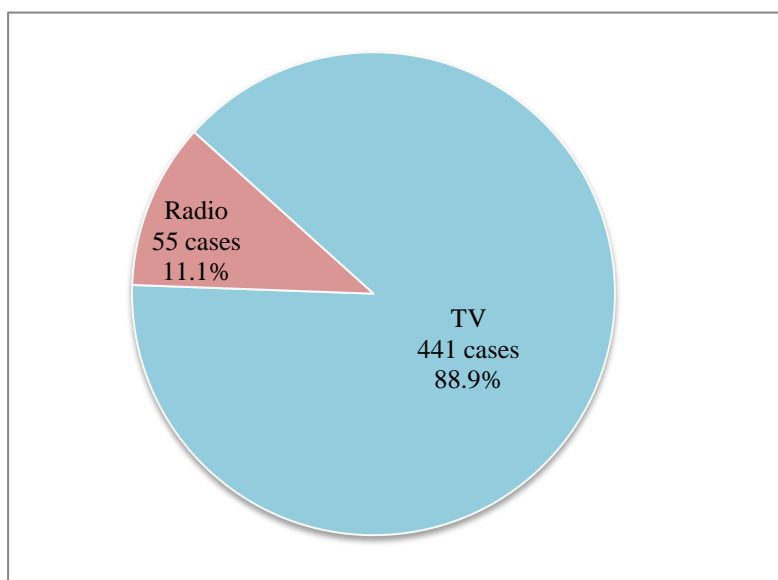


Figure 1: Complaints by Media Types (Q2 2017)

Table 1 shows that of the total 496 complaints, 288 cases (58.1%) and 125 cases (25.2%) were submitted by males and females respectively; another 83 cases (16.7%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Complaints by Gender (Q2 2017)				
	Male	Female	Unspecified	Total
<b>TV</b>	250	113	78	441
<b>Radio</b>	38	12	5	55
<b>Total</b>	288	125	83	496
<b>Percentage</b>	58.1%	25.2%	16.7%	100.0%

Figure 2 shows that 175 complaints (35.3%) were made through the NCC's Broadcasting Content Complaints Website specifically set up by NCC, while 321 cases (64.7%) were through other means, such as telephone, email, and cases forwarded from other agencies.

<sup>1</sup> A total of 54 invalid cases not related to TV or radio were excluded.

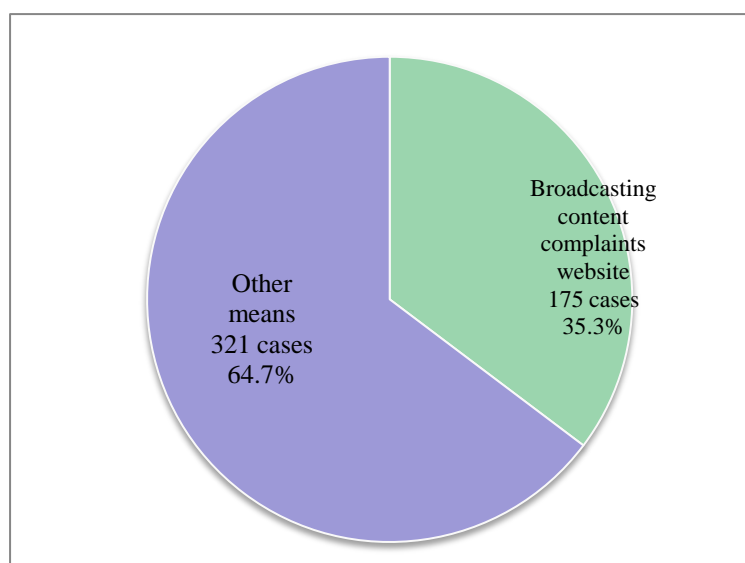


Figure 2: Means of Filing Complaints (Q2 2017)

Table 2 shows that 429 complaints (86.5%) of the 496 complaints against TV and radio pertained to inappropriate content, while 67 (13.5%) of the complaints were specific to business operations. Of the complaints against inappropriate content, 87 complaints (17.5%) were “comments on the contents or wording of certain channels (radios)/programs/commercials,” followed by 84 (16.9%) “false or unjust contents,” 45 (9.1%) each concerning “disrupting public order or adversely affecting good social customs” and “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” and 44 (8.9%) concerning “disregard for professional ethics of journalism.” The total number of these top five types of complaints amounted to 305 cases, accounting for 61.5% of all complaints. Please see Table 2 for the numbers and percentages of other types.

Table 2: Complaints by Inappropriate Category (Q2 2017)			
Item		Cases	%
Content	Comments on the contents or wording of certain channels (radios)/programs/commercials	87	17.5%
	False or unjust contents	84	16.9%
	Disrupting public order or adversely affecting good social customs	45	9.1%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	45	9.1%
	Disregard for professional ethics of journalism	44	8.9%

	No distinction between programs and commercials	36	7.3%
	Inappropriate contents or broadcast time of commercials	31	6.3%
	Harmful contents for children and juveniles	20	4.0%
	Inappropriate program ratings	10	2.0%
	Others <sup>2</sup>	27	5.4%
	<b>Subtotal</b>	<b>429</b>	<b>86.5%</b>
<b>Operation</b>	Comments on certain channels (radios)	19	3.8%
	Suggestions on the regulations/policies or NCC's administration	17	3.4%
	Issues regarding program planning/production/ broadcasting	14	2.9%
	Others <sup>3</sup>	17	3.4%
	<b>Subtotal</b>	<b>67</b>	<b>13.5%</b>
<b>Total</b>		<b>496</b>	<b>100.0%</b>

Of the 429 complaints about inappropriate radio and television content, there were 411 complaints against television. A further analysis on the program type showed that most were against “news reports,” with 172 cases (41.8%) followed by 96 (23.4%) against “general programs<sup>4</sup>,” 64 (15.6%) against “non-specific programs,” 37 (9.0%) against “commercials,” 34 (8.3%) against “political talk shows,” and 8 (1.9%) against “general talk shows.” Please see Figure 3 for details.

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<sup>2</sup> Other items of inappropriate content included “inquiries for regulations/information,” “the involvement of sexism,” “overly frequent replays,” “changes without prior announcement,” “illegal use of on-screen news flashes,” and “overrunning commercials.”

<sup>3</sup> Other items of inappropriate operation included “inappropriate customer service attitude,” “issues related to license conditions,” “issues regarding property right, right of agency, or broadcasting right,” “technical problems with radio or TV reception, image quality, and sound volume,” “inquiries about the evaluation process of channel application and license renewal,” and “issues regarding the number of channels or fixed frequency.”

<sup>4</sup> General programs include drama, variety shows, children’s programs, educational and cultural programs, and programs about infomercial information, folk religion, capital stock, and sports.

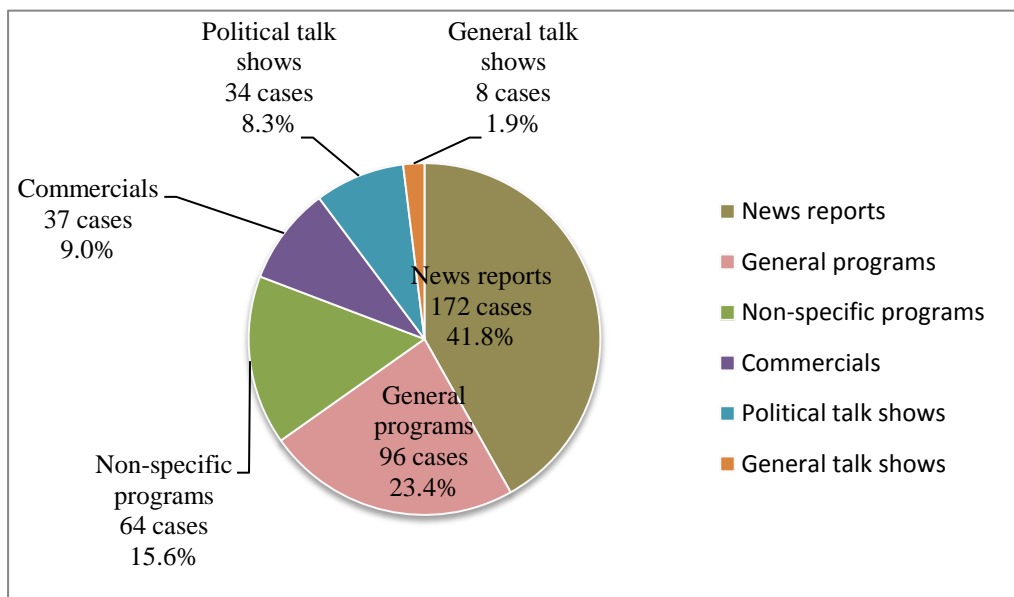


Figure 3: Complaints made against types of TV programs (Q2 2017)

Of the 18 complaints against radio, most were about “variety shows<sup>5</sup>” with 10 cases (55.6%), followed by 4 (22.2%) about “news reports and political programs,” and 2 (11.1%) each concerning “programs of other types” and “musical programs.” Please see Figure 4 for more information:

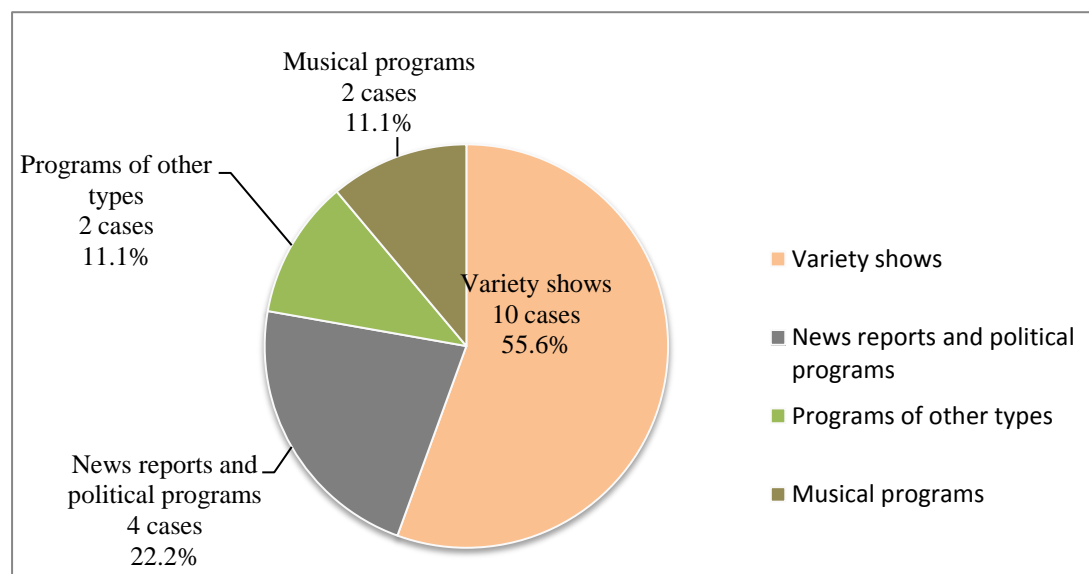


Figure 4: Complaints made against types of radio programs (Q2 2017)

<sup>5</sup> Variety shows either referred to highly diverse program content, or when the public did not complain about a specific program.

## ◆Major Complaints against Television

It can be seen from Table 3 that most of the complaints against television were in the categories of “news reports” and “general programs.” Amongst the 172 complaints about TV news reports, 52 complaints (30.2%) were about “false or unjust contents,” followed by 36 (20.9%) concerning “disregard for professional ethics of journalism,” and 33 (19.2%) “comments on the contents or wording of certain channels/programs/commercials.” The total number of these top three types of TV news report complaints amounted to 121 cases, accounting for 70.3% of all TV news report complaints. The details are listed in Table 3:

Table 3: Complaints about TV News Reports by Inappropriate Category (Q2 2017)			
Type	Inappropriate category	Cases	%
News reports	False or unjust contents	52	30.2%
	Disregard for professional ethics of journalism	36	20.9%
	Comments on the contents or wording of certain channels/programs/commercials	33	19.2%
	No distinction between programs and commercials	19	11.1%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	11	6.4%
	Disrupting public order or adversely affecting good social customs	9	5.2%
	Others <sup>6</sup>	12	7.0%
Total		172	100.0%

Figure 5 indicates that amongst the 96 complaint cases about TV general programs, the largest proportion were the 50 cases (52.1%) about “dramas,” followed by 28 (29.2%) about “variety shows,” 11 (11.5%) about “infomercial programs,” 2 (2.1%) about each of “capital stock programs,” and “educational and cultural

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<sup>6</sup> Other items of inappropriate news reports included “harmful contents for children and juveniles,” “overly frequent replays,” “inappropriate program ratings,” “inquiries for regulations/information,” “the involvement of sexism,” “changes without prior announcement,” and “illegal use of on-screen news flashes.”

programs,” and 1 (1.0%) about each of “folk religion,” “children’s programs,” and “sports programs.” Please see Figure 5 for more details:

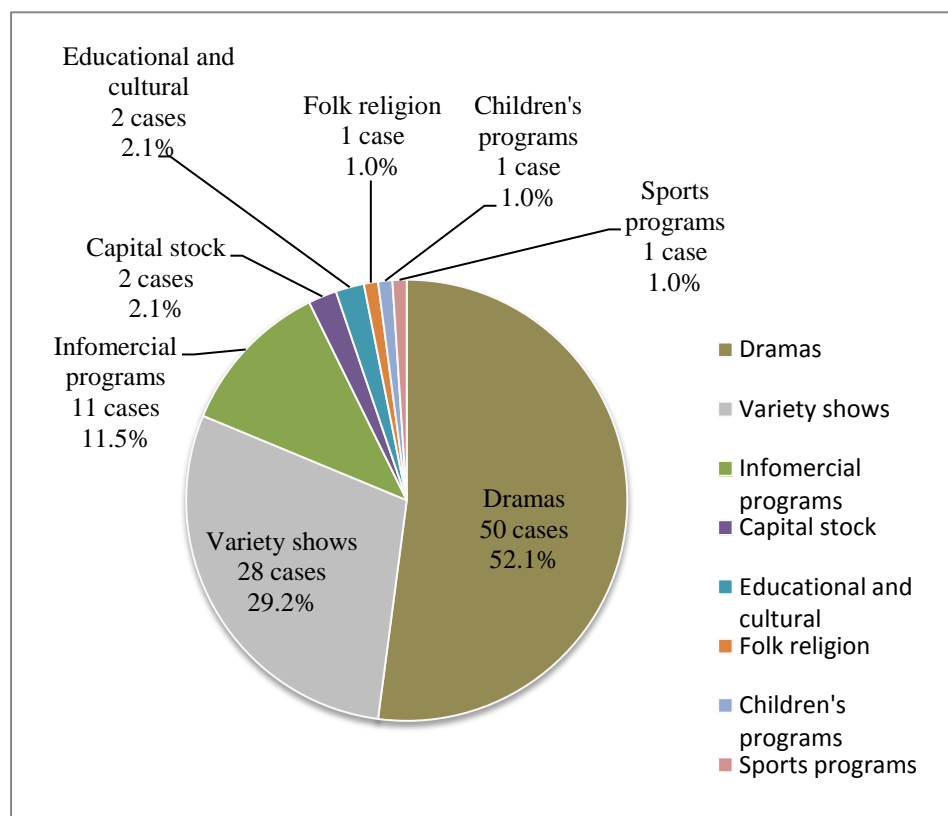


Figure 5: Complaints about TV by Types of General Programs (Q2 2017)

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 24 complaints (25.0%), followed by 20 (20.8%) “comments on the contents and wording of certain channels/ programs/commercials,” and 10 complaints (10.4%) concerning “no distinction between programs and commercials.” The total number of these top three types of complaints amounted to 54 cases, accounting for 56.3% of all complaints against TV general programs. Please see Table 4 for more details:

Table 4: Complaints about TV General Programs by Inappropriate Category (Q2 2017)			
Type	Inappropriate category	Cases	%
General programs	Disrupting public order or adversely affecting good social customs	24	25.0%
	Comments on the contents and wording of certain channels/programs/ commercials	20	20.8%
	No distinction between programs and commercials	10	10.5%
	False or unjust contents	8	8.3%
	Inappropriate program ratings	8	8.3%
	Others <sup>7</sup>	26	27.1%
Total		96	100.0%

During the second quarter of 2017 (April to June), the following programs received more than 10 complaints: The drama “Spring Flower” of FTV, “Formosa TV Watching” of FTV News, and “Taste of Life” of SET Taiwan. Please see Table 5 for more information.

Table 5: Complaints about TV programs (Q2 2017)			
Program Name	Channel	Type	Cases
Spring Flower	FTV	Drama	15
Formosa TV Watching	FTV News	Political talk show	10
Taste of Life	SET Taiwan	Drama	10

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<sup>7</sup> Other items of inappropriate general programs included “harmful contents for children and juveniles,” “inappropriate contents or broadcast time of commercials,” “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” “the involvement of sexism,” “inquiries for regulations/information,” “overly frequent replays,” and “changes without prior announcement.”



**1. “Spring Flowers” of FTV received a total of 15 complaints.**

Complaints: The program plot is exaggerated and full of scenes that have a negative influence on society, such as violence, framing, kidnapping, instigated murders, competing over properties and bribing politicians. These contents do not have any educational benefit and are not suitable for broadcast during family prime time. They have inappropriately influence children and juveniles and adversely affect good social customs. The drama is unreasonable and comprised of too many episodes.

Action of the NCC: While the NCC respects the media’s professional autonomy and editorial freedom, it does take action according to the laws if the program content clearly violated regulations. Regarding the complaints about the plot being full of violence, instigated murders, and competition for property, the NCC has viewed the program plot and image processing. Parts of the program did not violate related regulations and were considered within the realm of plot development. In addition to continued monitoring, the NCC has also forwarded the public complaints to FTV for their reference. As some of the violent content and images may have violated the regulations of TV program ratings and may adversely affect society, the NCC is processing them according to administrative procedures.

**2. “Formosa TV Watching” of FTV News received a total of 10 complaints.**

Complaints: The public mainly complained that the program content was unjust and false. Some people also suspected that the program did not distinguish between program and commercials in regards to self-related affairs, and that it violated the use of on-screen news flashes.

Action of the NCC: Considering that political talk shows contain high-value speeches, the NCC has asked the public to submit their complaints concerning unjust and false program content to

FTV. If any stakeholders believe that there are errors in the program or commercials, the NCC also advised them to ask FTV to make corrections or reply to them in writing according to laws. As the program's processing of self-related affairs may have violated FTV's self-regulation for news, the NCC requested that FTV's Self-Regulatory Committee for News discuss the issue. The network already posted the meeting minutes on their company website and forwarded the results of the discussion to NCC. Finally, the NCC will discuss the violated use of on-screen news flashes during the Consultation Meeting for Programs and the Advertisements on Radio and Television.

### **3. “Taste of Life” of SET Taiwan received a total of 10 complaints.**

Complaints: The plot disregarded the laws and showed content such as inefficient public power, kidnapping, violence, and attempted bodily harm. The program does not have any educational purposes and adversely affects society. It causes negative influences on children and juveniles and is not appropriate for family prime time broadcast, as it has already violated good social customs.

Action of the NCC: While the NCC respects the media's professional autonomy and editorial freedom, it will take action according to relevant laws and regulations in the event of explicit violations. In response to complaints about the content such as kidnapping, violence, and bodily harm, 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 have an adverse effect on 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.