



2017 Third Quarter (July – September)

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 and aims to help the public understand the status of broadcasting supervision, as well as allow participation 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) 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 third quarter of 2017 (July to September).

◆Broadcasting Complaints Overview

According to the data on complaints about television and radio compiled during the third quarter of 2017 (July to September), 506¹ complaints were made in total: 464 against television (91.7%), 42 against radio (8.3%). Please see Figure 1.

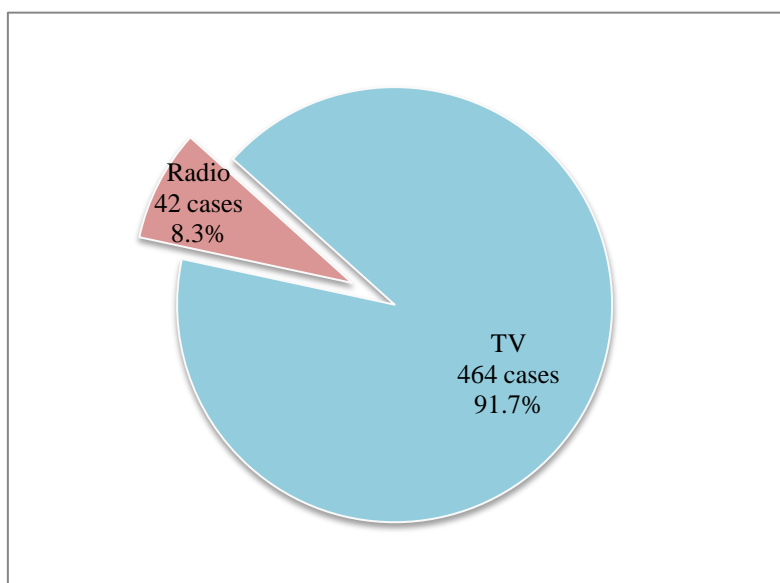


Figure 1: Complaints by Media Types (Q3 2017)

Table 1 shows that of the total 506 complaints, 246 cases (48.6%) and 137 cases (27.1%) were submitted by males and females respectively; another 123 cases (24.3%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Complaints by Gender (Q3 2017)				
	Male	Female	Unspecified	Total
TV	230	127	107	464
Radio	16	10	16	42
Total	246	137	123	506
Percentage	48.6%	27.1%	24.3%	100.0%

Figure 2 shows that 233 complaints (46.0%) were made through the

¹ A total of 42 invalid cases not related to TV or radio were excluded.

NCC's Broadcasting Content Complaints Website specifically set up by NCC, while 273 cases (54.0%) were through other means, such as telephone, email, and cases forwarded from other agencies.

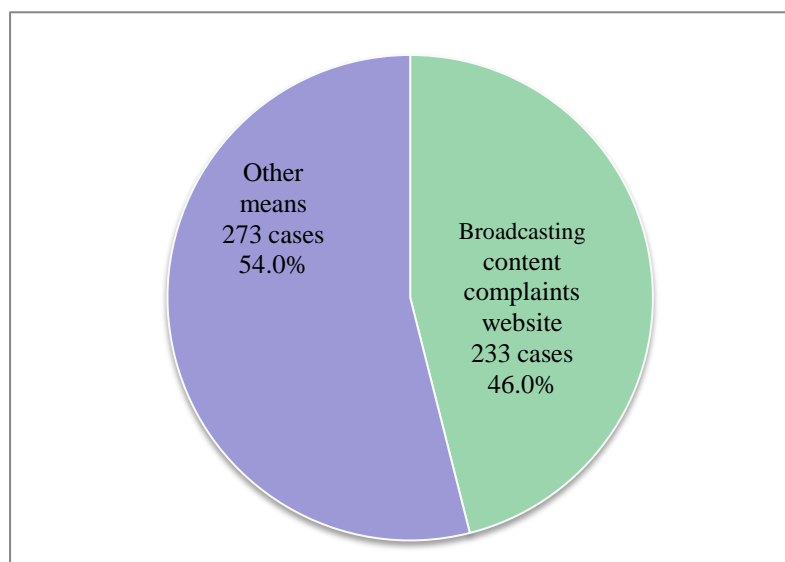


Figure 2: Means of Filing Complaints (Q3 2017)

Table 2 shows that 455 complaints (89.8%) of the 506 complaints against TV and radio pertained to inappropriate content, while 51 (10.2%) of the complaints were specific to business operations. Of all the complaints, 108 complaints (21.3%) were concerning “false or unjust contents,” followed by 76 (15.0%) about “the involvement of sexism,” 60 (11.9%) “comments on the contents or wording of certain channels (radios)/programs/commercials,” 56 (11.1%) concerning “Inappropriate contents or broadcast time of commercials,” and 29 (5.7%) concerning “disrupting public order or adversely affecting good social custom.” The total number of these top five types of complaints amounted to 329 cases, accounting for 65.0% of all complaints. Please see Table 2 for the numbers and percentages of other types.

Table 2: Complaints by Inappropriate Category (Q3 2017)			
	Item	Cases	%
Content	False or unjust contents	108	21.3%
	The involvement of sexism	76	15.0%
	Comments on the contents or wording of certain channels (radios)/programs/commercials	60	11.9%
	Inappropriate contents or broadcast time of commercials	56	11.1%

	Disrupting public order or adversely affecting good social customs	29	5.7%
	Disregard for professional ethics of journalism	25	4.9%
	Suggestions on the overall broadcasting policies/regulations or NCC's administration	24	4.7%
	Harmful contents for children and juveniles	22	4.3%
	No distinction between programs and commercials	20	4.0%
	Others ²	35	6.9%
	Subtotal	455	89.8%
Operation	Suggestions on the overall broadcasting policies/regulations or NCC's administration	15	3.0%
	Issues regarding program planning/production/broadcasting	13	2.6%
	Inquiries into the information of radio operation	10	2.0%
	Others ³	13	2.6%
	Subtotal	51	10.2%
Total		506	100.0%

Of the 455 complaints about inappropriate radio and television content, there were 431 complaints against television. A further analysis on the program type showed that most were against “news reports,” with 140 cases (32.5%) followed by 139 (32.3%) against “general programs⁴,” 63 (14.6%) against “commercials,” 48 (11.1%) against “non-specific programs,” 30 (7.0%) against “political talk shows,” and 11 (2.6%) against “general talk shows.” Please see Figure 3 for details.

² Other items of inappropriate content included inquiries for regulations/information, overly frequent replays, inappropriate program ratings, overrunning commercials and, and illegal use of on-screen news flashes.”

³ Other items of inappropriate operation included inappropriate customer service attitude, issues related to license conditions, technical problems with radio or TV reception, image quality, and sound volume, and comments on certain channels.

⁴ General programs included drama, variety shows, children's programs, educational and cultural programs, and programs about infomercial information, folk religion, capital stock, and sports.

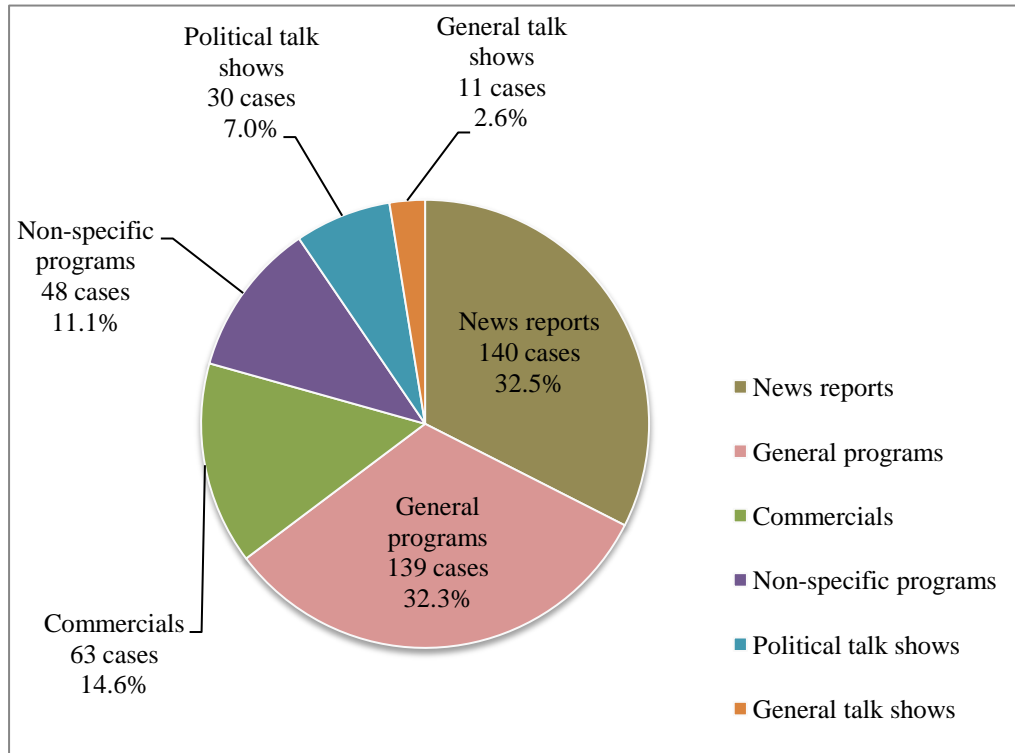


Figure 3: Complaints made against types of TV programs (Q3 2017)

Of the 24 complaints against radio, most were about “variety shows”⁵ with 12 cases (50.0%), followed by 11 (45.8%) about “news reports and political programs,” and 1 (4.2%) concerning “programs of other types.” Please see Figure 4 for more information:

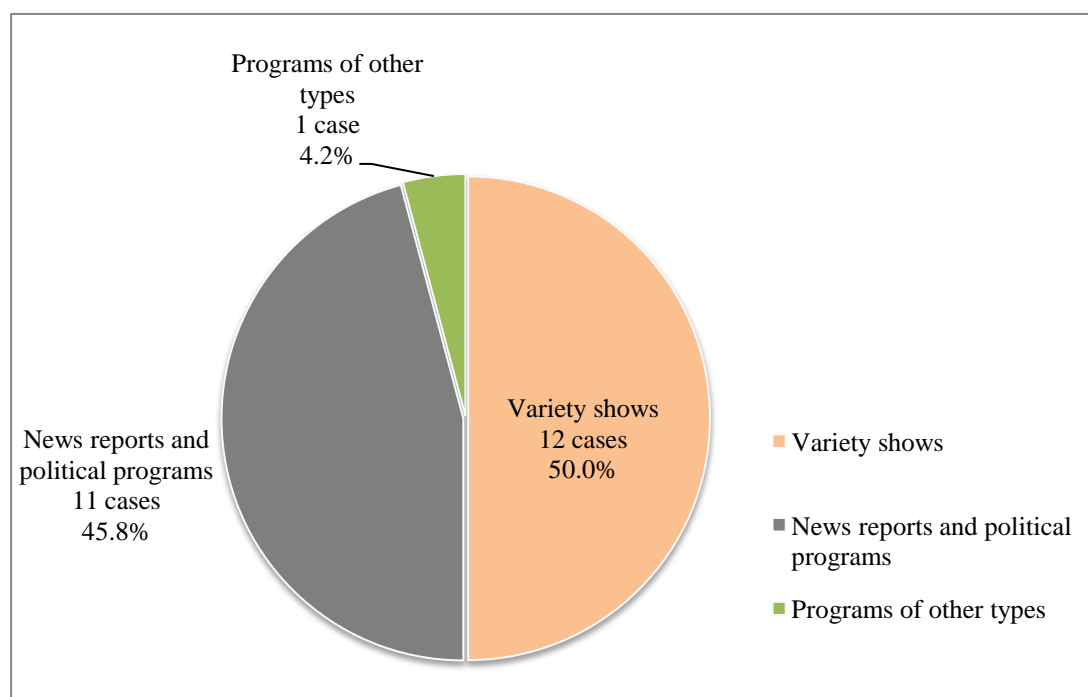


Figure 4: Complaints made against types of radio programs (Q3 2017)

◆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 140 complaints about TV news reports, 56 complaints (40.0%) were about “false or unjust contents,” followed by 24 (17.1%) concerning “the involvement of sexism” and 21 (15.0%) concerning “disregard for professional ethics of journalism.” The total number of these top three types of TV news

⁵ Variety shows either referred to highly diverse program content or when the public did not specify a specific program.

report complaints amounted to 101 cases, accounting for 72.1% of all TV news report complaints. The details are listed in Table 3:

Table 3: Complaints about TV News Reports by Inappropriate Category (Q3 2017)			
Type	Inappropriate category	Cases	%
News reports	False or unjust contents	56	40.0%
	The involvement of sexism	24	17.1%
	Disregard for professional ethics of journalism	21	15.0%
	Comments on the contents or wording of certain channels/programs/commercials	18	12.9%
	Suggestions on the overall broadcasting policies/regulations or NCC's administration	9	6.4%
	Others ⁶	12	8.6%
Total		140	100.0%

Figure 5 indicates that amongst the 139 complaint cases about TV general programs, the largest proportion were the 61 cases (43.9%) about “sports programs,” followed by 35 (25.2%) about “dramas,” 27 (19.4%) about “variety shows,” 5 (3.6%) each about “children’s programs” and “infomercial programs,” 3 (2.2%) about “capital stock programs,” 2 (1.4%) about “folk religion,” and 1 (0.7%) about “educational and cultural programs.” Please see Figure 5 for more details:

⁶ Other items of inappropriate news reports included disrupting public order or adversely affecting good social customs, overly frequent replays, inappropriate program ratings, inquiries for regulations/information, harmful contents for children and juveniles, and no distinction between programs and commercials.

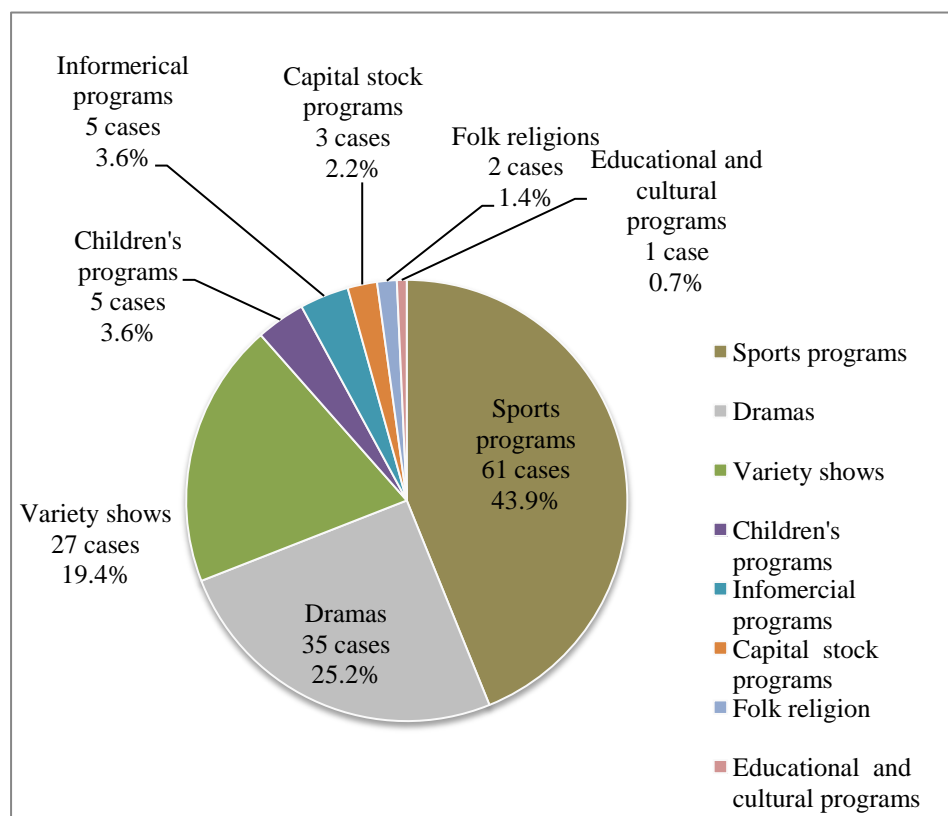


Figure 5: Complaints about TV by Types of General Programs (Q3 2017)

Furthermore, an analysis on the types of inappropriate contents of general programs shows that “the involvement of sexism” topped the list with 41 complaints (29.5%), followed by 18 (12.9%) each concerning “comments on the contents and wording of certain channels/programs/commercials” and “inappropriate contents or broadcast time of commercials.” The total number of these top three types of complaints amounted to 77 cases, accounting for 55.4% of all complaints against TV general programs. Please see Table 4 for more details:

Table 4: Complaints about TV General Programs by Inappropriate Category (Q3 2017)			
Type	Inappropriate category	Cases	%
General programs	The involvement of sexism	41	29.5%
	Comments on the contents and wording of certain channels/programs/commercials	18	12.9%
	Inappropriate contents or broadcast time of commercials	18	12.9%
	Disrupting public order or adversely affecting good social customs	15	10.8%

	No distinction between programs and commercials	13	9.4%
	Others ⁷	34	24.5%
Total		139	100.0%

During the third quarter of 2017 (July to September), the following programs received more than 10 complaints: “Summer Universiade EBC Live” of EBC News, “New Perspectives on Channel 54” of SET News and “2017 CPBL All Star Home Run Derby Live” of Videoland Sports. Please see Table 5 for more information.

Table 5: Complaints about TV programs (Q3 2017)			
Program Name	Channel	Type	Cases
Summer Universiade EBC Live	EBC News	News/sports program	65
New Perspectives on Channel 54	SET News	Political talk show	17
2017 CPBL All Star Home Run Derby Live	Videoland Sports	Sports program	11

1. “Summer Universiade EBC Live” of EBC News received a total of 65 complaints.

Complaints: When hosting the live broadcast of Women's 53 kg weightlifting competitions, Mr. Ting Yuan-Kai conveyed an unprofessional attitude, criticizing the appearances of female lifters and sexually objectifying females.

Action of the NCC: With deliberate consideration, NCC immediately accessed the background information, submitted it for review and discussion of the content in the internal meeting on August 25 and processed the case in accordance with administrative procedures.

⁷ Other items of inappropriate general programs included harmful contents for children and juveniles, false or unjust contents, inappropriate program ratings, illegal use of on-screen news flashes, overly frequent replays, suggestions on the overall broadcasting policies/regulations or NCC's administration, overrunning commercials, and inquiries for regulations/information.

2. “New Perspectives on Channel 54” of SET News received a total of 17 complaints.

Complaints: Without verification, “New Perspectives on Channel 54” of SET News slandered members of Tai Ji Men with fake clips and false content of discussion in the program on August 10.

Action of the NCC: After reviewing the overall content in the program, NCC determined no violation of regulatory requirements was found; concerning the false content about Tai Ji Men, the interested party may act in accordance with Article 44 and Article 45, Paragraph 1, of the Satellite Broadcasting Act and send a copy to NCC should he/she consider the content to be false. In addition, SET news has issued an apology for the false content regarding Tai Ji Men entitled, (Hit without touching is not the claim of Tai Ji Men! Apology for the error), and was issued through news flashes (“Conviction affirmed by the Supreme Court: ten years after Tai Ji Men was acquitted”) as well as verbally.

3. “2017 CPBL All Star Home Run Derby Live” of Videoland Sports received a total of 11 complaints.

Complaints: “2017 CPBL All Star Home Run Derby Live” on July 9 was interrupted improperly by commercials.

Action of the NCC: Concerning the improper interruption of the program by commercials, NCC determined that it violated the Article 36, Paragraph 3, of the Satellite Broadcasting Act. Videoland Sports has been informed via mail from NCC and advised that they enhance the internal control including the production, broadcasting and review of the programs to protect the audience’s right and avoid the violation of laws and punishment.