



2017 NCC Report on Broadcasting Supervision

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media. The establishment of a mechanism for the general public to file complaints plays an important role of a comprehensive supervision policy. In order to utilize public feedback to enhance the quality of broadcasting content and to protect public interests, in January 2009, the NCC established the “Broadcasting Content Complaints Website.” Quarterly and annual reports on broadcasting supervision are published, as a means for the general public to understand the status of broadcasting supervision and participate in the supervision of radio and TV media.

The NCC regulates television and broadcasting businesses according to the Radio and Television Act, the Satellite Broadcasting Act, as well as other relative regulations. Although there is no current specific agency in charge of contents on the Internet, in accordance with the 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 about/report 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 have been excluded from this report.

Meanwhile, in order to establish a policy framework that not only holds the accountable for content, but also includes self-disciplinary measures undertaken by broadcasters, the NCC overhauled the mechanism for broadcasting complaints and complaints processing procedure. From December 11, 2017, certain cases are transferred to the business companies in question for internal processing. By doing so, the NCC expects the complaints website to become a platform that facilitates communication between the public and media enterprises.

This report shows the statistical evidence of public 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 the following three main issues during 2017: complaints concerning radio and TV media, primary complaints about TV programs, as well as cases of NCC's actions.

◆ Audience Complaints about Broadcasting Media

During the calendar year 2017, the NCC received a total of 1,906 complaints from the public regarding radio and TV media. Compared to the 5,097 complaints received in 2016, there were 3,191 fewer complaints during 2017. Of the complaints received in 2016 and 2017, there were 203 and 202 respective complaints unrelated to radio and TV media. After excluding those cases, the number of complaints received in 2016 was 4,894, while that of 2017 was 1,704. In total, 1,530 complaints were made against television contents during 2017, which was fewer than the 4,777 complaints in 2016 by 3,247 cases. On the other hand, 174 complaints were made against radio contents during 2017, which was more than the 117 complaints in 2016 by 57 cases. The numbers of complaints against radio and TV content over the past 5 years can be seen in Figure 1.

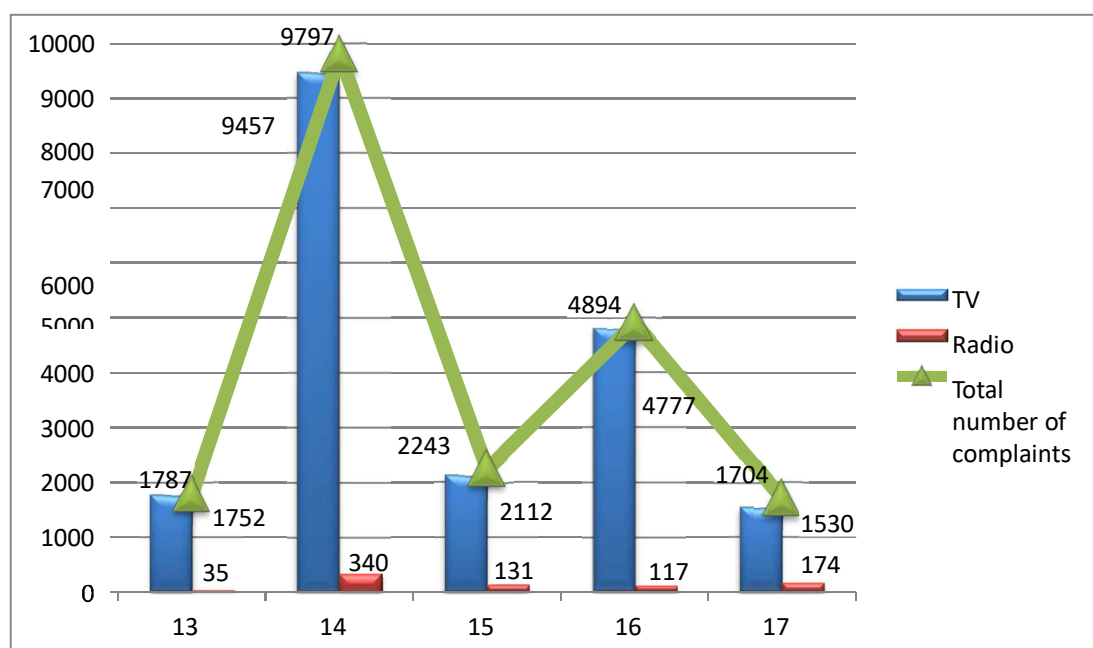


Figure 1: Complaints against radio and TV over the past 5 years.

A comparison between the numbers of complaints over the four years between 2014 and 2017 revealed a dramatic difference. The reason was attributed to as many as 5,980 public complaints against the inappropriate program content of CTI TV News Channel's "News Tornado" in 2014, and 2,660 complaints against the false commercial content in "The Happiness of the Next Generation Alliance—Call for Millions of Families on 1203" in 2016. (After deducting these special cases, the number of complaints in 2014 and 2016 were 3,817 and 2,234 cases respectively). Therefore, comparing the number of complaints between 2013 and 2017 showed a slight decrease in number in 2017. Moreover, the complaints against television content in 2017 accounted for over 89.8% of the total number of complaints. Hence the general public's comments concerning television programs remained the most common kind of complaint.

In terms of the means of submitting complaints, 671 complaints were made by the public on NCC's "Broadcasting Content Complaints Website," accounting for 39.4% of all complaints, as shown in Table 1. There were 1,033 complaints made through other means (including NCC's telephone, email address, and cases forwarded from other agencies), accounting for 60.6% of all

Table 1. Means of Filing Complaints by Year				
Channels of Complaints \ Year	2017		2016	
	Cases	%	Cases	%
Broadcasting Content Complaints Website	671	39.4%	3,503	71.6%
Other means	1,033	60.6%	1,391	28.4%
Total	1,704	100.0%	4,894	100.0%

complaints.

Looking more closely at the changes in the means of filing complaints over time, the proportion of cases filed through the "Broadcasting Content Complaints Website" versus "other means" was "71.6%:28.4%" in 2016 and "39.4%:60.6%" in 2017. The proportion of decrease in using the "Broadcasting Content Complaints Website" was 32.2%.

Complaints against inappropriate radio and TV media during 2017 can be categorized into the five main types: "false or unjust contents," "comments on

the contents or wording of certain channels (radio)/ programs/commercials,” “disregard for professional ethics of journalism,” “inappropriate contents or broadcast time of commercials,” and “disrupting public order or adversely affecting good social customs.” These cases accounted for 60.5% of the total number of complaints. Compared to 2016, “false or unjust contents” was the category with the most complaints in both 2016 (2,449 complaints) and 2017 (339 complaints). The category of “comments on the contents or wording of certain channels (radio)/ programs/commercials” moved up from being third in 2016 (513 cases) to the second most common complaint in 2017 (257 cases). “Disregard for professional ethics of journalism” moved up from eighth in 2016 (127 cases) to third in 2017 (173 cases). “Inappropriate contents or broadcast time of commercials” moved from fifth in 2016 (230 cases) to the fourth most common complaint during 2017 (136 cases). “Disrupting public order or adversely affecting good social customs” moved up from ninth in 2016 (107 cases) to fifth in 2017 (126 cases).

Although there are some variations in the public complaints against different categories over the years, the majority of complaints still revolve around “false or unjust contents,” “comments on the contents or wording of certain channels (radio)/programs/commercials,” and “inappropriate contents or broadcast time of commercials.” Please refer to Table 2 for more details.

Table 2. The Five Major Categories of Public Complaints by Year

2017			2016		
Item	Cases	%	Item	Cases	%
False or unjust contents	339	19.9%	False or unjust contents	2,499	51.1%
Comments on the contents or wording of certain channels (radio)/programs/commercials	257	15.1%	The involvement of sexism	563	11.5%
Disregard for professional ethics of journalism	173	10.1%	Comments on the contents or wording of certain channels (radio)/programs/commercials	513	10.5%
Inappropriate contents or broadcast time of commercials	136	8.0%	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	233	4.8%

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Disrupting public order or adversely affecting good social customs	126	7.4%	Inappropriate contents or broadcast time of commercials	230	4.7%
Total	1,031	60.5%	Total	4,038	82.5%

Figure 2 shows that of the total complaints received during 2017, 873 cases (51.2%) were from males and 488 cases (28.6%) were from females. Another 343 cases (20.1%) were made by people either not specifying their gender or with unrecognizable responses.

Moreover, Table 3 shows that after excluding the cases with incomplete or unrecognizable gender responses, of the 1,221 complaints against TV content, 781 cases (64%) were from males and 440 cases (36%) were from females. In contrast, 92 complaints (65.7%) against radio content were from males and 48 complaints (34.3%) were from females out of the overall 140 complaints against radio content.

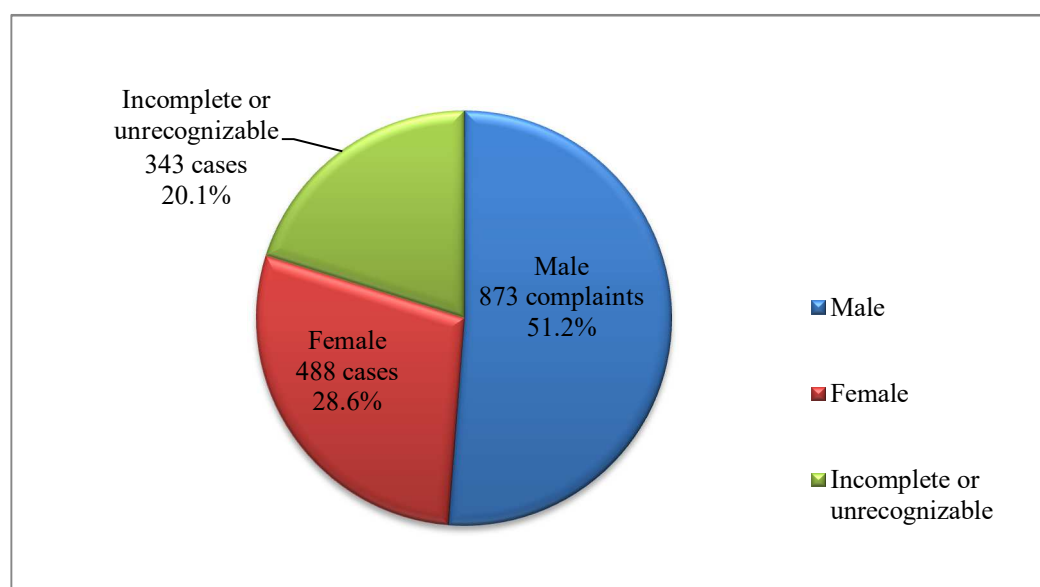


Figure 2: Public Complaints in 2017: By Gender

Table 3. Complaints by Gender (2017)				
Media Type \ Gender	TV		Radio	
Male	781	64%	92	65.7%
Female	440	36%	48	34.3%
Total	1,221	100.0%	140	100.0%

Note: Complaints from people with incomplete or unrecognizable gender responses have been excluded.

In respect to the complaints about inappropriate categories: 339 (19.9%) complaints about “false or unjust contents” topped the list, followed by 257 (15.1%) about “comments on the contents or wording of certain channels (radio)/programs/commercials,” 173 (10.1%) about “disregard for professional ethics of journalism,” 136 (8.0%) in regards to “inappropriate contents or broadcast time of commercials,” and 126 (7.4%) about “disrupting public order or adversely affecting good social customs.” The total number of these top five types of complaints accounted for 60.5% of all complaints. In addition, since 2015, the NCC has incorporated public complaints against radio broadcast and operations into analyses¹: the total number of public complaints against radio broadcast and operations in 2017 was 176, which accounted for 10.3% of all complaints. Please see Table 4 for the numbers and percentages of other types of complaints.

Table 4. Complaints by Types of Inappropriate Content (2017)			
	Item	Cases	%
Content	False or unjust contents	339	19.9%
	Comments on the contents or wording of certain channels (radio) /programs/ commercials	257	15.1%
	Disregard for professional ethics of journalism	173	10.1%
	Inappropriate contents or broadcast time of commercials	136	8.0%
	Disrupting public order or adversely affecting good social customs	126	7.4%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	121	7.1%
	No distinction between programs and	95	5.6%

¹ The types of complaints against inappropriate broadcasting operations include “issues regarding program planning/production/broadcasting,” “issues related to license conditions,” “inappropriate customer service attitude,” “issues regarding property rights, right of agency, or broadcasting rights,” “issues related to the management of broadcasting operations,” “inquiries about operations of broadcasting stations,” “technical problems with radio or TV reception, image quality, and volume,” “issues regarding the number of channels or fixed frequency,” “counseling and assessment for channel renewal applications,” etc.

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	commercials		
	Harmful contents for children and juveniles	85	5.0%
	The involvement of sexism	84	4.9%
	Others ²	112	6.6%
	Subtotal	1528	89.7%
Operation	Issues regarding program planning/production /broadcasting	45	2.6%
	Suggestions on the overall broadcasting policies/regulations or NCC's administration	36	2.1%
	Inappropriate customer service attitude	27	1.6%
	Others ³	68	4.0%
	Subtotal	176	10.3%
Total		1704	100.0%

Turning to public complaints against TV program content, Figure 3 shows that out of the 1,419 complaints about television programs, most were against “news reports,” with 583 cases (41.1%), followed by 364 (25.7%) against “general programs⁴,” and 176 cases (12.4%) about “non-specific programs,” 175 (12.3%) against “commercials,” 84 (5.9%) against “political talk shows,” and 37 (2.6%) against “general talk shows.”

2 Other inappropriate content included “overly frequent replays,” “overrunning commercials,” “inquiries for regulations/information,” “changes without prior announcement,” “inappropriate program ratings,” and “illegal use of on-screen news flashes.”

3 Other inappropriate operations included “Issues regarding property rights, right of agency, or broadcasting rights,” “issues related to license conditions,” “counseling and assessment for channel renewal applications,” “technical problems with radio or TV reception, image quality, and volume,” “inquiries about station operation,” and “issues related to the management of broadcasting operations,” etc.

4 Refers to programs other than news reports, talk shows, and commercials (including dramas, entertainment programs, children’s programs, sports programs, infomercial programs, capital stock programs, folk and religion, as well as education and cultural programs).

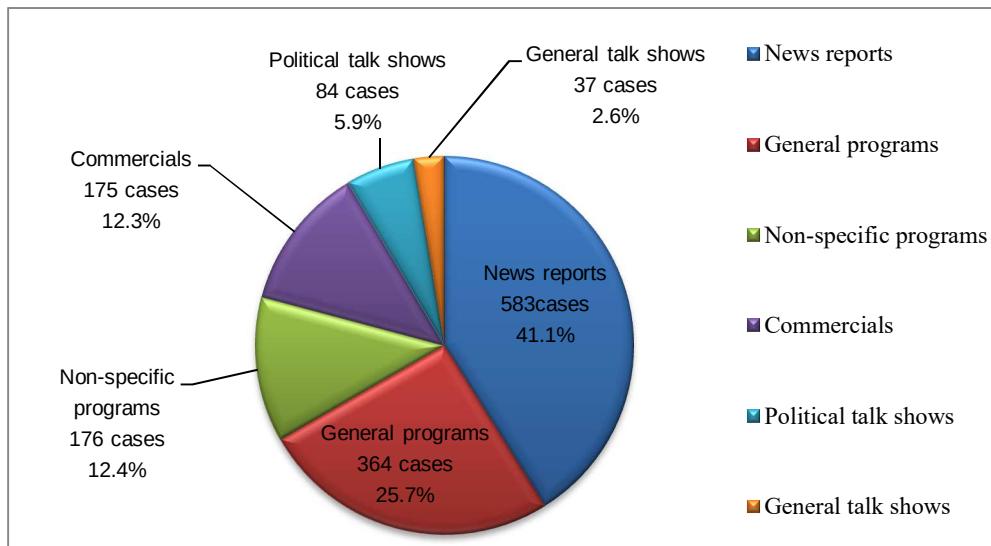


Figure 3: Complaints against types of TV programs (2017)

Figure 4 shows that amongst the 109 complaints concerning radio in 2017, 72 (66.1%) were regarding “variety shows⁵,” followed by 24 (22.0%) about “news reports and political talk shows,” 8 (7.3%) about “programs of other types⁶,” and 5 (4.6%) about “musical programs.”

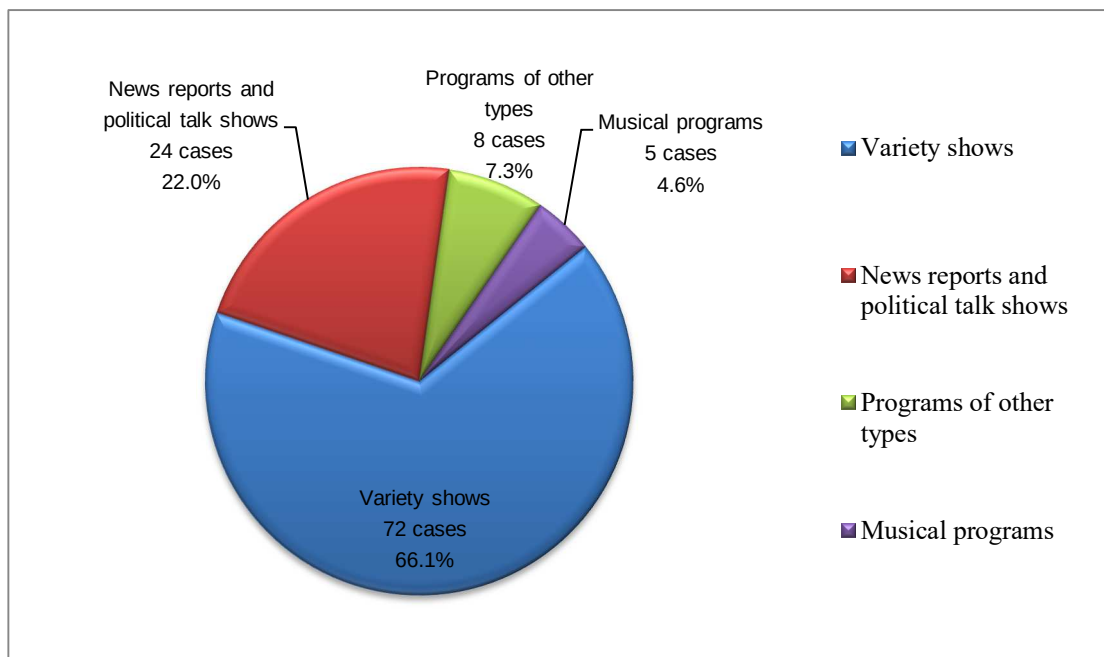


Figure 4: Complaints about Radio by Program Types (2017)

⁵ Variety shows refer to programs with diverse content.

⁶ The public has not filed a complaint against a specific program.

◆ Complaints - TV

Most of the public complaints about TV content in 2017 were against “news reports” and “general programs.” From Table 5, it can be seen that among the 583 complaints against news reports, “false or unjust contents” topped the list with 191 complaints (32.8%), followed by 158 (27.1%) about “disregard for professional ethics of journalism,” 90 (15.4%) “comments on the contents or wording of certain news reports,” 36 (6.2%) “suggestions on the overall broadcasting policies/regulations or NCC’s administration,” and 31 (5.3%) about “no distinction between programs and commercials.” The total number of these top five types of complaints against TV news reports accounted for 86.8% of all complaints.

Table 5. Complaints about TV News Reports by Type of Inappropriate Content (2017)

Program type	Inappropriate content	Cases	%
Commercials	False or unjust contents	191	32.8%
	Disregard for professional ethics of journalism	158	27.1%
	Comments on the contents or wording of certain channels/programs/commercials	90	15.4%
	Suggestions on the overall broadcasting policies/regulations or NCC’s administration	36	6.2%
	No distinction between programs and commercials	31	5.3%
	Disrupting public order or adversely affecting good social customs	27	4.6%
	The involvement of sexism	25	4.3%
	Harmful contents for children and juveniles	9	1.5%
	Others ⁷	16	2.8%
Total		583	100.0%

⁷ Other complaints about inappropriate news reports included: “illegal use of on-screen news flashes,” “overly frequent replays,” “inquiries for regulation/information,” “changes without prior notice,” and “inappropriate program ratings,” etc.

In respective to complaints against general programs, Table 6 indicates that the largest proportion of complaints were “comments on the contents or wording of certain channels/programs/commercials” and “disrupting public order or adversely affecting good social customs,” each with 69 cases (19.0%), followed by 45 (12.4%) about “the involvement of sexism,” 32 (8.8%) about “no distinction between programs and commercials,” and 31 (8.5%) about “harmful contents for children and juveniles.” The total number of these top five types of complaints against general programs added to a total of 246 cases, accounting for 67.7% of all complaints.

Table 6. Complaints about General Programs by Type of Inappropriate Content (2017)

Program type	Inappropriate content	Cases	%
Commercials	Comments on the contents or wording of certain channels/programs/commercials	69	19.0%
	Disrupting public order or adversely affecting good social customs	69	19.0%
	The involvement of sexism	45	12.4%
	No distinction between programs and commercials	32	8.8%
	Harmful contents for children and juveniles	31	8.5%
	Inappropriate contents or broadcast time of commercials	29	8.0%
	False or unjust contents	25	6.9%
	Inappropriate program ratings	21	5.8%
	Others ⁸	43	11.8%
Total		364	100.0%

Seven programs received more than 10 complaints during 2017.. Some examples of these programs included the CTS news report “Acid Attack at

⁸ Other complaints about inappropriate general programs included: “overrunning commercials,” “overly frequent replays,” “illegal use of on-screen news flashes,” “inquiries for regulation/information,” “changes without prior notice” etc.

National Taiwan University,” EBC News “Summer Universiade EBC Live,” and SET Taiwan “Taste of Life.” Table 7 describes each of these programs in the order of the number of complaints:

Table 7. Complaints about General TV Programs in 2017			
Program Name	Channel Name	Category	Cases
Acid Attack at National Taiwan University	CTS	News report	75
Summer Universiade EBC Live	EBC News	News/sports program	65
Taste of Life	SET Taiwan	Drama	36
New Perspectives on Channel 54	SET News	Political talk show	17
Spring Flower	FTV	Drama	15
2017 CPBL All Star Home Run Derby Live	Videoland Sports	Sports program	11
Formosa TV Watching	FTV News	Political talk show	10

1. “Acid Attack at National Taiwan University” of CTS received a total of 75 complaints.

Complaints: The report entitled, “One Casualty and Three injured in the Acid Attack at National Taiwan University— Suspected Emotional Dispute between Two Men— Master’s Student at National Taiwan University of Science and Technology Committed Suicide” by CTS on October 20, 2017 (hereafter referred to as the controversial report) displayed images of injured victims showering at the hospital as an emergency measure to treat the acid attack. The main complaints included:

(1) During the NTU acid attack, CTS reporters secretly recorded victims’ naked bodies in spite of medical personnel’s forbiddance. These behaviors

were not for any charitable causes. Moreover, they breached the victims' privacy and disregard the professional ethics of journalism

(2) The controversial report was not only broadcast on TV, but it also circulated on YouTube.

(3) The reporters were suspected to have excessively exposed the related personnel's conditions.

Action of the NCC: (1) Upon receipt of the public complaints in the afternoon of October 20, the NCC immediately initiated related administrative procedures. Here is a brief description of the process: after inspecting the controversial report, it was deemed inappropriate although the preliminary analysis did not find any legal violations. The NCC immediately called the CTS news department around 5pm on that day to understand the controversial report's editing and interviewing process, as well as whether the news images were inappropriate. The NCC also adopted the necessary measures to handle the issue. After discussion, the CTS news department replied to the NCC before 6pm on the same day: the channel had removed the controversial report from its website and removed the inappropriate images from the news. No further images of female security guard's emergency shower at the hospital will be shown. The evening broadcast on that day and the news broadcast on the following day were inspected by the NCC, which duly noted no inappropriate images were being displayed.

(2) In relation to the ethics of journalism, the controversial report continued to be discussed by public opinion after its broadcast. CTS convened its self-regulatory committee and held an extraordinary

general meeting on October 23 to review the controversial report and respond to the complaints from society. The meeting minutes have been uploaded to the website for public review.

(3) The NCC compiled the complaints and forwarded them to CTS. This reminded CTS to pay attention to public opinions and take internal control as necessary.

2. “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: In reply to the public, the NCC respects programs and content planning, and will take actions according to law if the media is deemed to have failed to be self-disciplined and has violated any laws. For this case, the NCC immediately gained access to a greater context of information. After review, it was determined that no violations occurred; hence, no action was taken.

3. The drama “Taste of Life” received a total of 36 complaints.

Complaints: The program has too many episodes (a poor story plot that has been broadcast for too long). 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.

4. "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.

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

Complaints: The program has too many episodes (a poor story plot that has been broadcast for too long). 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 does take action according to laws if the program content clearly violated regulations. Regarding the complaints concerning violence and abuse in the plot, after review it was determined that these 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. However, certain content may have violated the regulations of TV program ratings and be a negative influence to society; the FTV was requested by NCC to make improvements.

6. “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.

7. “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 are highly relevant to society, 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 as they are obliged to do so in accordance with laws. As the program's processing of self-related affairs may have violated FTV's self-regulation for news, the NCC has requested that FTV's Self-Regulatory Committee for News discuss the issue. The network will post the meeting minutes on their company website and forward the results of the discussion to NCC. Regarding the use of on-screen news flashes, the NCC had discussed the issue in the 761st Commission Meeting; a warning has been issued.