



## **2019 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 not only an analysis of public complaints about broadcasting content and business operations, but provides the public with a record of the violations of broadcasting regulations. The aim of this report is 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 Youths 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 website (<https://i.win.org.tw/iWIN/>) was launched on Aug. 1, 2013. The public may file a complaint with respect 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, complaints against online content have been excluded from this report.

Meanwhile, in order to create a policy-governing environment that holds the media active, self-regulatory, and accountable, the NCC enhanced the mechanism for broadcasting complaints and revolutionized the complaints processing procedure. Since Dec. 11, 2017, certain cases are transferred to the operators for processing. By doing so, the NCC expects the complaints website to become a platform that facilitates communication between citizens and media.

This report shows only a statistical summary 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.

Detailed below are complaints concerning radio and TV media in the second quarter of 2019 (April to June). The report is divided into three sections- complaints overview, major TV complaints, and punitive measure undertaken by the NCC- which are analyzed and reported on respectively.

## ◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio compiled by the NCC during the second quarter of 2019 (April to June), 865<sup>1</sup> complaints were made in total: 843 against television (97.46%), and 22 against radio (2.54%). Please see Figure 1.

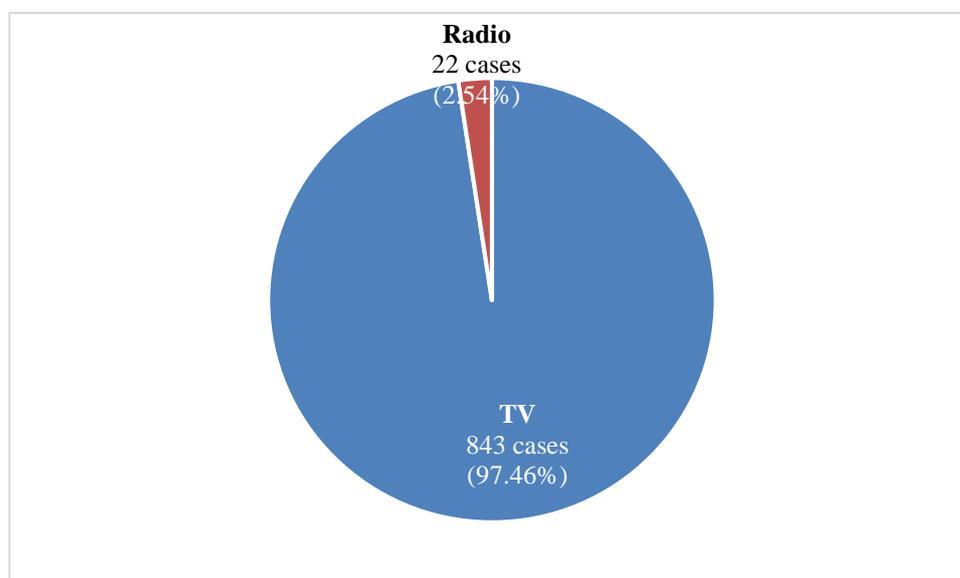


Figure 1: Public complaints by media type (Q2 2019)

Table 1 shows that of the total 865 complaints, 413 cases (47.74%) and 242 cases (27.98%) were submitted by males and females respectively; another 210 cases (24.28%) were made by people either not specifying or unwilling to disclose their gender.

	Male	Female	Unspecified	Total
<b>TV</b>	401	232	210	843
<b>Radio</b>	12	10	0	22
<b>Total</b>	413	242	210	865
<b>Percentage</b>	47.74%	27.98%	24.28%	100.00%

<sup>1</sup> Excluded 211 cases unrelated to TV and radio.

Figure 2 shows that 579 complaints (66.94%) were made through the NCC’s Broadcasting Content Complaints website, while 286 cases (33.06%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

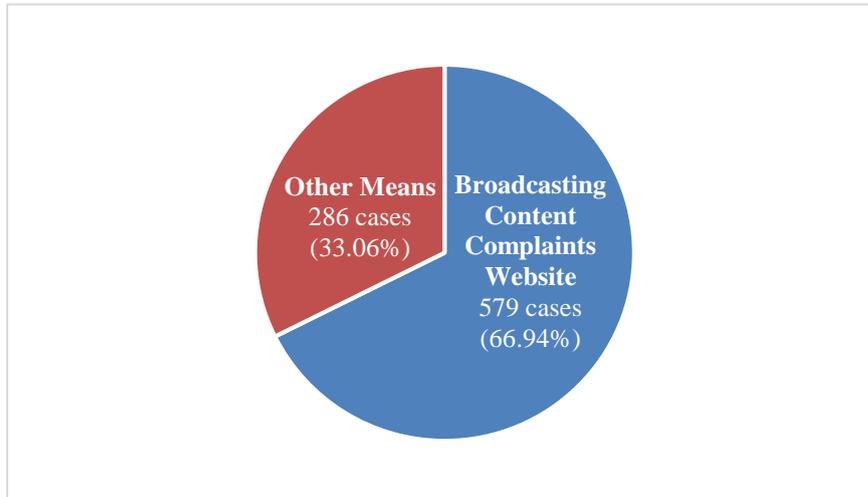


Figure 2: Public complaints filed by means of filing (Q2 2019)

Table 2 shows that 728 (84.16%) of the 865 complaints against TV and radio pertained to inappropriate content, while 137 (15.84%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was “false or biased contents (including exaggerations in food, medicine, and cosmetics commercials)” with 281 complaints (32.49%). There were also 115 complaints (13.29%) about “disrupting public order or adversely affecting good social customs,” 82 complaints (9.48%) that were “personal thoughts on the contents or wording of certain channels (radio stations)/programs/commercials,” 54 complaints (6.24%) about “harmful contents for children, youths, and their physical and mental well-being,” and 50 complaints (5.78%) were “suggestions on the overall broadcasting environment, policies/regulations, or NCC’s administration.” The total number of these top five types of complaints amounted to 582, accounting for 67.28% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories.

<b>Table 2: Public complaints by category of inappropriate contents and operations (Q2 2019)</b>			
<b>Category</b>		<b>Cases</b>	<b>Percentage</b>
Contents	False contents ( including exaggerations in food, medicine, and cosmetics commercials )	281	32.49%
	Disrupting public order or adversely affecting good social customs	115	13.29%
	Personal thoughts on the contents or wording of certain channels (radio stations), programs, or commercials	82	9.48%
	Harmful contents for children, youths, and their physical and mental well-being	54	6.24%
	Suggestions on the overall broadcasting environment, policies/regulations, and NCC’s administration	50	5.78%
	No clear distinction between programs and commercials	48	5.55%
	Commercial violations (time/length/content)	43	4.97%
	Suggestions on NCC’s operations	18	2.08%
	Disregard for professional ethics of journalism	16	1.85%
	Others <sup>2</sup>	21	2.43%
	<b>Subtotal</b>	<b>728</b>	<b>84.16%</b>
Operations	Issues of radio and TV operations management	70	8.09%
	Issues of programming/production/broadcasting	65	7.51%
	Inappropriate customer service attitude	1	0.12%
	Technical issues (reception/image quality/volume)	1	0.12%
	<b>Subtotal</b>	<b>137</b>	<b>15.84%</b>
<b>Total</b>		<b>865</b>	<b>100.00%</b>

Of the 728 complaints about inappropriate radio and television content, there were 707 complaints against television. A further analysis of the program type showed that the majority were against “news reports” with 374 cases (52.90%), followed by “political talk shows” with 118 cases (16.69%), “commercials” with 51 cases (7.21%), “programs with unspecified genres” with 48 cases (6.79%), “variety programs” with 39 cases (5.52%), “dramas” with 37 cases (5.23%), “non-political talk shows” with 16 cases (2.26%), and “programs of other genres<sup>3</sup>” with 24 cases (3.40%). Please refer to Figure 3.

<sup>2</sup> Others include regulations/information inquiries (8 cases), inappropriate content rating (7 cases), sexual discrimination (2 cases), illegal use of interstitial captions or text (2 cases), schedule changes without notice (1 case), and excessive reruns (1 case).

<sup>3</sup> Other program types include sports programs (6 cases), infomercials (5 cases), programs about finance, economics, and stock markets (5 cases), religious programs (4 cases), children’s programs (3 cases), and educational/cultural programs (1 case).

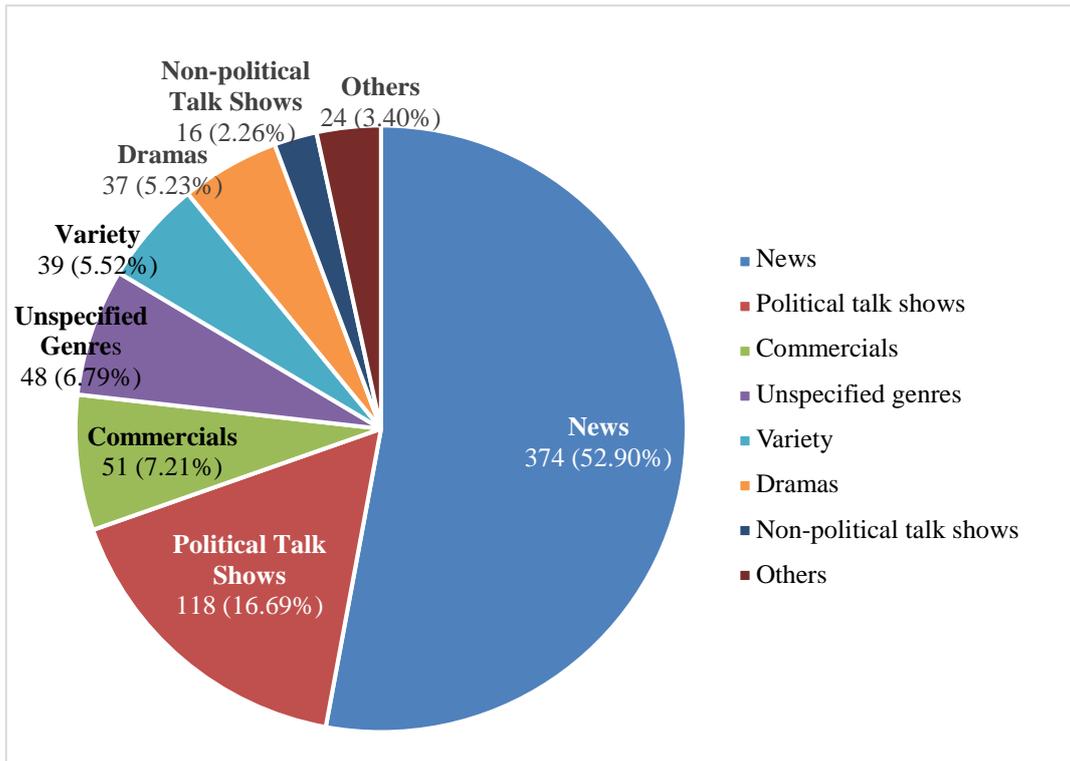


Figure 3: TV complaints by program types (Q2 2019)

Of the 21 complaints against radio, the majority were about “variety programs<sup>4</sup>” with 8 cases (38.10%). There were also 7 cases (33.33%) on “programs of other types,” 4 cases (19.05%) on “news reports and political talk shows,” and 2 cases (9.52%) on “music programs.” Please refer to Figure 4.

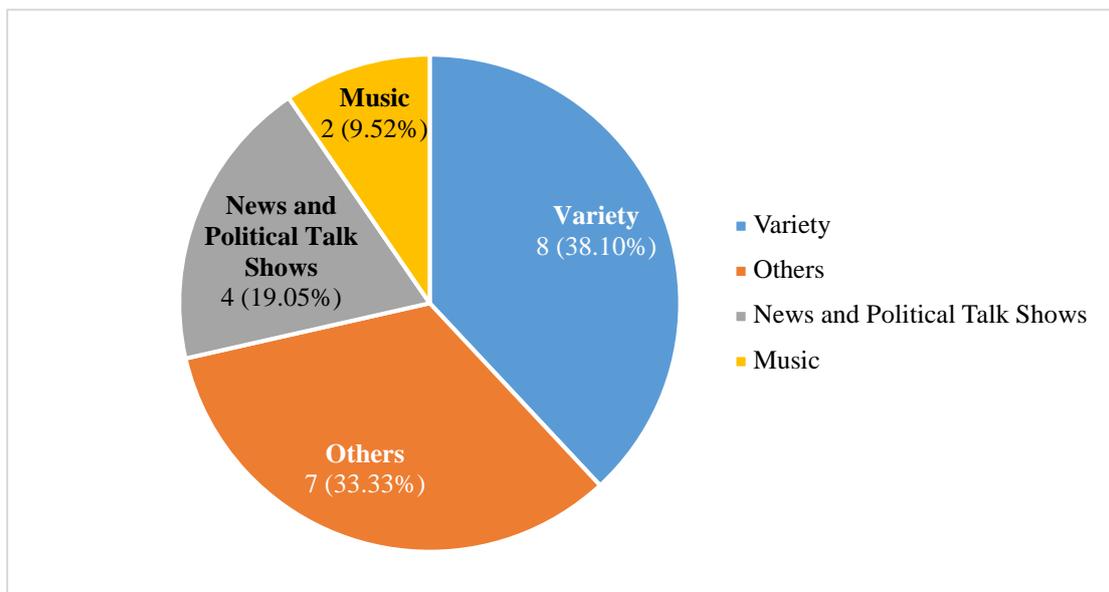


Figure 4: Radio complaints by program types (Q2 2019)

<sup>4</sup> Programs feature diverse contents that do not fit into any particular genre.

## ◆ Major Television Complaints

The majority of the television (and TV commercials) content-related complaints in the second quarter of 2019 were in the categories of “news reports” and “political talk shows.” Amongst the 374 news report-related complaints, the majority pertained to “false or biased contents,” with 220 cases (58.82%), followed by 38 cases (10.16%) pertaining to “disrupting public order or adversely affecting good social customs,” and 35 cases (9.36%) of “lack of distinction between programs and commercials.” The total number of these three most common types of complaints concerning inappropriate content amounted to 293, accounting for 78.34% of all TV news report-related complaints. Please see Table 3 for more details.

<b>Genre</b>	<b>Inappropriate content category</b>	<b>Cases</b>	<b>Percentage</b>
<b>News</b>	False or biased contents	220	58.82%
	Disrupting public order or adversely affecting good social customs	38	10.16%
	Lack of distinction between programs and commercials	35	9.36%
	Personal thoughts on the contents or wording of certain channels/programs/commercials	25	6.69%
	Suggestions on the overall broadcasting environment, policies/regulations, and NCC’s administration	21	5.62%
	Disregard for the professional ethics of journalism	14	3.74%
	Harmful contents for children, youths, and their physical and mental well-being	11	2.94%
	Commercial violations (time/length/content)	6	1.60%
	Suggestions on NCC’s operations	3	0.80%
	Inappropriate content rating	1	0.27%
<b>Total</b>		<b>374</b>	<b>100.00%</b>

An analysis of the 118 complaints about inappropriate content on political talk shows in the second quarter shows that “disrupting public order or adversely affecting good social customs” was the most common type of complaint with 49 cases (41.53%), followed by 40 cases (33.90%) pertaining to “false or biased contents” and 20 cases (16.95%) of “personal thoughts on the contents or wording of certain channels/programs/commercials.” The total number of these top three types of inappropriate content complaints amounted to 109, accounting for 92.38% of all complaints against political talk shows. Please see Table 4 for more details.

**Table 4: Public complaints about political talk shows by inappropriate content category (Q2 2019)**

Genre	Inappropriate content category	Cases	Percentage
Political Talk Shows	Disrupting public order or adversely affecting good social customs	49	41.53%
	False or biased contents	40	33.90%
	Personal thoughts on the contents or wording of certain channels/programs/commercials	20	16.95%
	Suggestions on the overall broadcasting environment, policies/regulations, and NCC's administration	3	2.54%
	Inappropriate content rating	2	1.69%
	Disregard for professional ethics of journalism	2	1.69%
	Harmful contents for children, youths, and their physical and mental well-being	1	0.85%
	Schedule changes without notice	1	0.85%
Total		118	100.00%

During the second quarter (April to June) of 2019, the following programs, news reports, and commercials received more than 10 complaints: “Late-Night Punch” (program, CTi News & CTV News), “Han Kuo-Yu Asks Chen Chi-Mai ‘Why Do Dengue Fever Outbreaks Happen?’ Whilst Visiting Disease Hotspots Together” (news report, SET News), “Taipei’s Songren Road Cracks Due to Strong Earthquake” (news report, SET News), “Great Times” (program, Formosa Television), “The Sound of Happiness” (program, SET Taiwan & SET Drama), and “Yung Ching Realty” (commercial). Please see Table 5 for more information.

**Table 5: Major complaints about programs, news reports, and commercials on terrestrial/satellite television (Q2 2019)**

Title of the Program/News Report/Commercial	Channel	Content Type	Cases
<i>Late-Night Punch</i>	CTi News CTV News	Political talk show	71
“Han Kuo-Yu Asks Chen Chi-Mai ‘Why Do Dengue Fever Outbreaks Happen?’ Whilst Visiting Disease Hotspots Together” news report	SET News	News report	41
“Taipei’s Songren Road Cracks Due to Strong Earthquake” news report	SET News	News report	23
<i>Great Times</i>	FTV	Drama	17
<i>The Sound of Happiness</i>	SET Taiwan SET Drama	Drama	11
Yung Ching Realty	Unspecified	Commercial	12

**1. The program “Late Night Punch” received 71 complaints.**

**Complaints:** Incidents pertaining to unverified contents, inappropriate remarks by the anchors, and biased commentaries.

**Actions by the NCC:** The case was determined to be in violation of fact-checking principles, disrupting public order, and adversely affecting good social customs. The NCC has requested an official statement of opinion from the channel operator and demanded that this case be reviewed by its internal ethics committee. The NCC has forwarded this case to the Broadcasting Programs and Advertisements Consulting Meeting for further review.

**2. The news report “Han Kuo-Yu Asks Chen Chi-Mai ‘Why Do Dengue Fever Outbreaks Happen?’ Whilst Visiting Disease Hotspots Together” (SET News) received 41 complaints.**

**Complaints:** While Mayor Han and Vice Premier Chen were inspecting dengue fever control in Kaohsiung on June 20, an exchange between the two were caught on camera by SET News with certain parts of Mayor Han’s speech removed.

**Actions by the NCC:** The case was determined to be in violation of fact-checking principles. The NCC has demanded that this case be reviewed by the channel operator’s internal ethics committee and has forwarded this case to the Broadcasting Programs and Advertisements Consulting Meeting for further review.

**3. The news report “Taipei’s Songren Road Cracks Due to Strong Earthquake” (SET News) received 23 complaints.**

**Complaints:** The channel reported, without verification, on April 18 that Taipei City’s Songren Road cracked due to a strong earthquake, a claim that was subsequently proven to be false.

**Actions by the NCC:** During its 864<sup>th</sup> Commissioners’ Meeting on July 10, 2019, the NCC decided to issue an official letter demanding improvement. The letter (Tong-Chuan-Nei-Rong-Jue-Zi No. 10800264960) was issued on August 2, 2019, stating that although “news channels face time pressure in the event of emergencies, the media’s fact-checking responsibilities must not be waived. When reporting dubious or unconfirmed information, the anchor should use appropriate wording and expressions to achieve balanced reporting. If an error is subsequently identified, retractions and clarifications shall be issued as soon as possible.”

**4. The program “Great Times” received 17 complaints.**

**Complaints:** The primetime drama includes excessive violence, product placement, embedded marketing, and inappropriate plots involving reincarnation and suicide, setting poor examples for society and are detrimental to children’s and youths’ physical and mental well-being.

**Actions by the NCC:** The NCC plans to review recordings of the program on a

case-by-case basis. Complaints were forwarded to the channel operator, and if the complainant agrees, the channel operator shall respond directly to the complainant. Relevant cases shall be forwarded to the Broadcasting Programs and Advertisements Consulting Meeting as required, and the NCC shall follow necessary administrative procedures based on the findings and opinions of the meeting, which may include issuing administrative guidance, a formal punishment, or neither.

**5. The program “The Sound of Happiness” received 11 complaints.**

**Complaints:** Plotlines involve unethical values and various criminal activities detrimental to the society, harmful for children’s and youths’ physical and mental well-being, disruptive to public order, and adversely affecting good social customs.

**Actions by the NCC:** The NCC respects the media’s professional and editorial independence. However, contents constituting apparent unlawful acts shall be processed in accordance with the law. After reviewing the program, the NCC determined that its plots and visuals were used as storytelling devices and did not constitute apparent unlawful acts. Nevertheless, the hidden messages presented by the program could potentially have a negative effect on the society. Therefore, the relevant complaints were forwarded to the channel operator as a reference. The NCC urges media operators to strengthen their internal control in terms of editing, reviewing, and programming in compliance with the Satellite Broadcasting Act to avoid legal consequences.

**6. The “Yung Ching Realty” commercial received 12 complaints.**

**Complaints:** The commercial depicts a man who is held hostage and tortured by being tied up, punched in the stomach with a fist, having his head submersed in water, and electrocuted.

**Actions by the NCC:** To address the audience’s opinions and to protect children’s viewing rights, the NCC has asked the Association of Terrestrial Television Networks of the Republic of China and the Satellite Television Broadcasting Association of the Republic of China to notify their member TV stations to implement self-regulation mechanisms and take proper care with the commercial, ensuring that it is only aired in suitable time periods.