



2020 Second Quarter (April – June)

The NCC Report on Broadcasting Supervision

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media, which is one of its primary responsibilities. This report is not only an analysis of public complaints about broadcasting content and business operations, but is also a record of violations against broadcasting regulations. The aim of this report is to deepen public understanding of the status of broadcasting supervision, as well as allow participation in the supervision of radio and television media.

The 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, the 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. 1st, 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 pertaining to 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. 11th, 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 2020 (April – June). The report is divided into two sections, complaints overview and major TV complaints.

◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio compiled by the NCC during the second quarter of 2020 (April to June), 490 complaints¹ were made in total: 482 against television (98.37%), and 8 against radio (1.63%). Please see Figure 1.

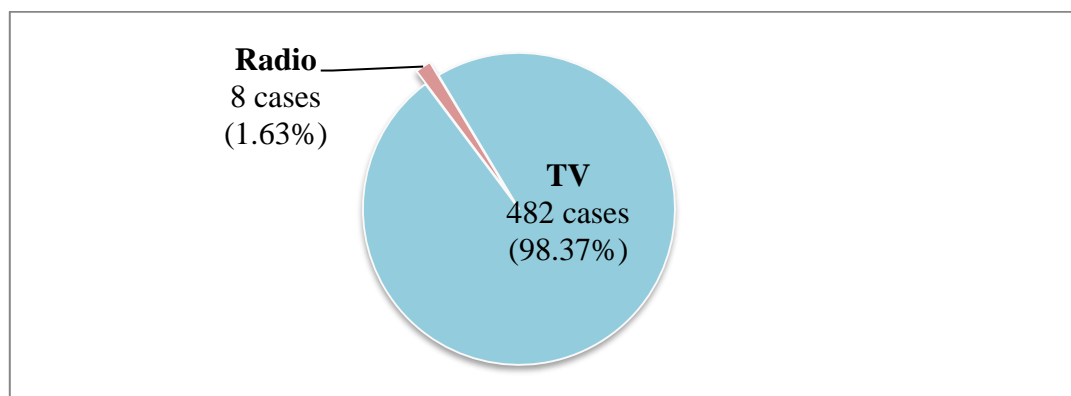


Figure 1: Public complaints by media type (Q2 2020)

Table 1 shows that of the total 490 complaints, 227 cases (46.33%) and 169 cases (34.49%) were submitted by males and females respectively; another 94 cases (19.18%) were made by people either not specifying or unwilling to disclose their gender.

	Male	Female	Unspecified	Total
TV	220	168	94	482
Radio	7	1	0	8
Total	227	169	94	490
Percentage	46.33%	34.49%	19.18%	100.00%

Figure 2 shows that 330 complaints (67.35%) were made through the NCC's Broadcasting Content Complaints website, while 160 cases (32.65%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

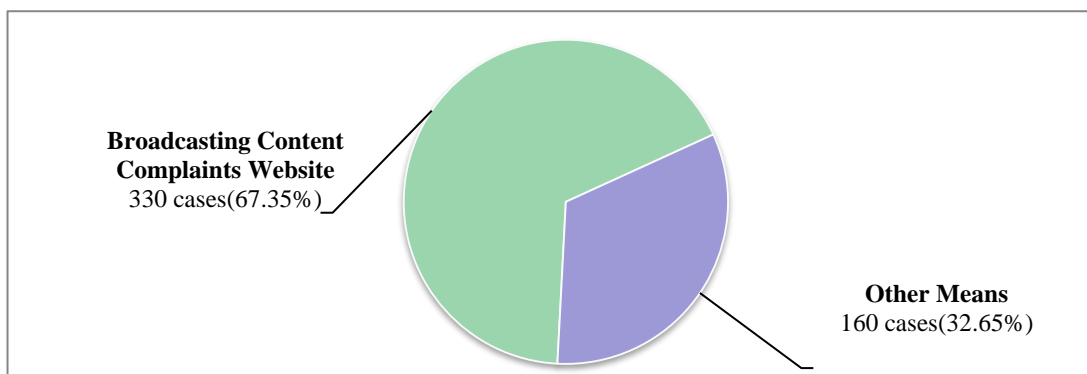


Figure 2: Public complaints filed by means of filing (Q2 2020)

¹ Excluding 60 cases unrelated to TV and radio.

Table 2 shows that 475 (96.94%) of the 490 complaints against TV and radio pertained to inappropriate content, while 15 (3.06%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “false or biased contents” with 128 complaints (26.12%). There were also 80 complaints (16.33%) regarding “contents or wording of certain channels (radio stations)/programs/commercials,” 67 (13.67%) about “violation of other government agencies’ regulations,” 49 (10%) about “disrupting public order or adversely affecting good social customs,” and 48 (9.80%) regarding “commercial violations (time/length/content).” The total number of these top five types of complaints amounted to 372, accounting for 75.92% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories.

Table 2: Public complaints by category of inappropriate contents and operations (Q2 2020)			
Category		Cases	Percentage
Contents	False or biased contents	128	26.12%
	Contents or wording of certain channels (radio stations), programs, or commercials	80	16.33%
	Violation of other government agencies’ regulations ²	67	13.67%
	Disrupting public order or adversely affecting good social customs	49	10.00%
	Commercial violations (time/length/content)	48	9.80%
	Lack of distinction between programs and commercials	36	7.35%
	Suggestions on the overall broadcasting environment, policies, regulations, and the NCC’s administration	18	3.67%
	Contents harmful to the physical or mental well-being of children and youths	17	3.47%
	Disregard for professional ethics of journalism	9	1.84%
	Suggestions on the NCC’s operations	8	1.63%
	Excessive reruns	6	1.22%
	Others ³	9	1.84%
	Subtotal	475	96.94%
Operations	Issues of programming/production/broadcasting	10	2.04%
	Technical issues (signal/image quality/volume)	2	0.41%
	Issues of intellectual property, distribution, or broadcast rights	1	0.20%
	Issues of radio and TV operations management	1	0.20%
	Suggestions on the overall broadcasting environment, policies, regulations, and the NCC’s administration	1	0.20%
	Subtotal	15	3.06%⁴
Total		490	100%

² Complainants allege that the trailer for FTV’s *Golden City* contains acts that violate the *Animal Protection Act*.

³ Others include inappropriate content ratings (4), regulations/information inquiries (2), sexual discrimination (1), programming changes without notice in advance (1), and illegal use of interstitial captions or text (1).

⁴ A discrepancy of 0.01% for the subtotal due to rounding.

Of the 475 complaints about inappropriate radio and television content, there were 468 complaints against television. A further analysis of the program types revealed that the majority were against “news reports” with 140 cases (29.91%), followed by “dramas” with 103 cases (22.01%), “commercials” with 62 cases (13.25%), “programs about finance, economics, and stock markets” with 45 cases (9.62%), “programs with unspecified genres” with 40 cases (8.55%), “political talk shows” with 29 cases (6.20%), “variety programs” with 22 cases (4.70%), “infomercials” with 10 cases (2.14%), “general (non-political) talk shows” with 8 cases (1.71%), and “programs of other genres⁵” with 9 cases (1.92%). Please refer to Figure 3.

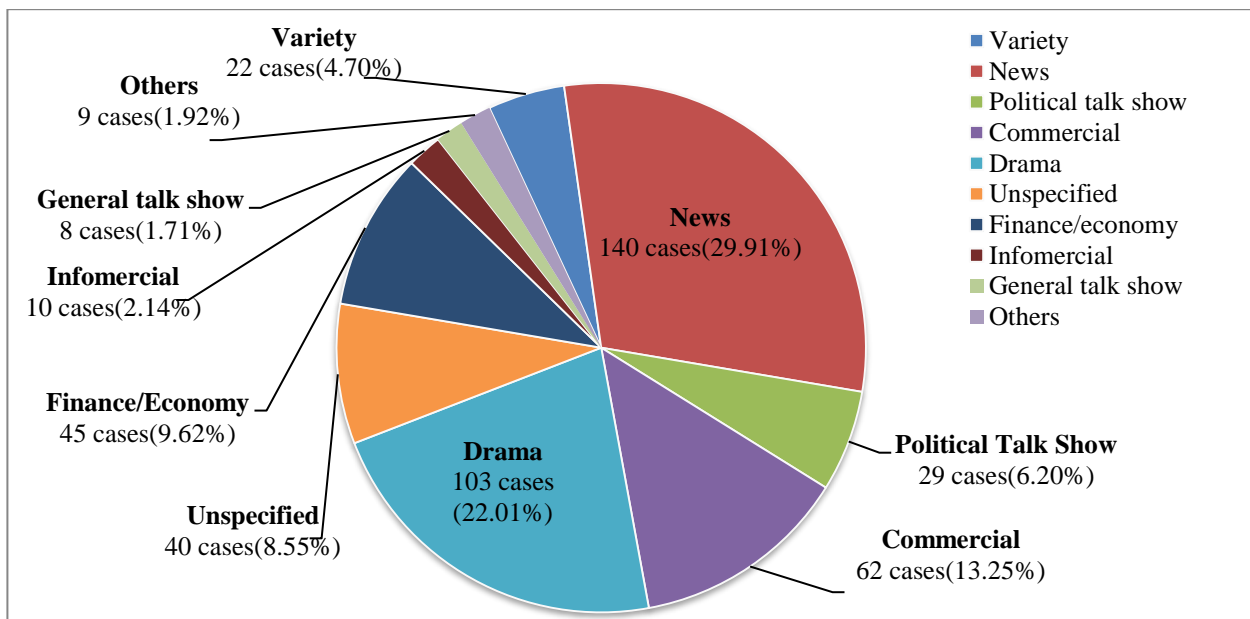


Figure 3: TV complaints by program types (Q2 2020)

Of the 7 complaints against radio, the majority were about “variety programs⁶” with 4 cases (57.14%). There were also 2 cases (28.57%) on “other program types” and 1 case (14.29%) on “music programs.” Please refer to Figure 4.

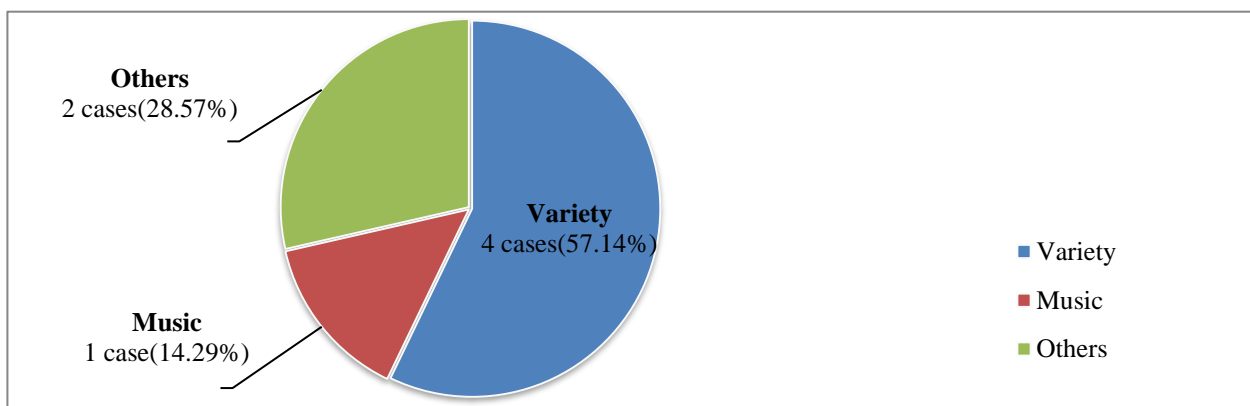


Figure 4: Radio complaints by program types (Q2 2020)

⁵ Others include educational/cultural programs (4), religious programs (3), children’s programs (1), and sports (1).

⁶ Programs feature diverse contents that do not fit into any particular genre.

◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q2 2020 (April to June) were in the categories of “news reports” and “dramas.” Among the 140 news-related complaints, the majority pertained to “false or biased contents” with 51 cases (36.43%), followed by 31 (22.14%) regarding “disrupting public order or adversely affecting good social customs” and 28 (20%) pertaining to “contents or wording of certain channels/programs/ commercials.” The total number of these three most common types of complaints concerning inappropriate content amounted to 110, accounting for 78.57% of all TV news-related complaints. Please see Table 3 for more details.

Table 3: Public complaints about news reports by complaint category (Q2 2020)			
Genre	Inappropriate content category	Cases	Percentage
News	False or biased contents	51	36.43%
	Disrupting public order or adversely affecting good social customs	31	22.14%
	Contents or wording of certain channels/programs/commercials	28	20.00%
	Lack of distinction between programs and commercials	12	8.57%
	Disregard for professional ethics of journalism	9	6.43%
	Others ⁷	9	6.43%
Total		140	100%

An analysis of the 103 complaints about inappropriate content in dramas shows that “violation of other government agencies’ regulations” were the most common with 67 cases (65.04%), followed by 13 (12.62%) on “contents or wording of certain channels/ programs/commercials” and 7 (6.80%) on “lack of distinction between programs and commercials.” The total number of these top three types of inappropriate content complaints amounted to 87, accounting for 84.47% of all complaints against dramas. See Table 4 for more details.

Table 4: Public complaints about dramas by complaint category (Q2 2020)			
Genre	Inappropriate content category	Cases	Percentage
Drama	Violation of other government agencies’ regulations	67	65.04%
	Contents or wording of certain channels/programs/commercials	13	12.62%
	Lack of distinction between programs and commercials	7	6.80%
	Disrupting public order or adversely affecting good social customs	6	5.83%
	Excessive reruns	4	3.88%
	Others ⁸	6	5.83%
Total		103	100%

⁷ Others include contents harmful to the physical or mental well-being of children and youths (4), suggestions on the NCC’s operations (1), regulations/information inquiries (1), sexual discrimination (1), suggestions on the overall broadcasting environment, policies, regulations, and NCC’s administration (1), and inappropriate content ratings (1).

⁸ Others include contents harmful to the physical or mental well-being of children and youths (2), inappropriate content ratings (2), suggestions on the overall broadcasting environment, policies, regulations, and NCC’s administration (1), and programming changes without notice in advance (1).

During the second quarter (April to June) of 2020, the following programs and commercials received more than 10 complaints: *Golden City* and *Ariel On Show*^[立言翻譯]. Please see Table 5 for more information.

Table 5: Major complaints about programs, news reports, and commercials on terrestrial/satellite television (Q2 2020)			
Program/News Report/Commercial	Channel	Content Type	Cases
<i>Golden City</i>	FTV	Drama	67
<i>Ariel On Show</i>	EBC Financial News	Political Talk Show	53

1. The drama series *Golden City* received 67 complaints.

Complaints: A scene in the drama series depicted a cockatiel trapped in a cage that was thrown violently to the ground. The cockatiel was visibly frightened. Complainants alleged that the production crew violated the *Animal Protection Act*.

Actions by the NCC: The NCC has forwarded the relevant complaints along with recordings of the program to the Council of Agriculture, Executive Yuan, which is the competent authority for determining whether the show violated the *Animal Protection Act*. The Council of Agriculture has assigned this case to the New Taipei City Government Animal Protection and Health Inspection Office for further processing. According to an official letter issued by the office, the production crew and the owner of the cockatiel were called in for questioning at 3 p.m., June 5, 2020, and punishments were issued in accordance with the *Animal Protection Act*.

2. The political talk show *Ariel on Show* received 53 complaints.

Complaints: The program cited an unsubstantiated claim by the *Securities Times China* that “share prices of melt-blown nonwoven fabric manufacturers had plummeted” with the alleged intent to (a) deflate the share prices of two Taiwan-based manufacturers—Universal Incorporation and HNH Enterprise, (b) incite domestic social panic, (c) lower the willingness to invest by prospective investors, (d) undermine national disease prevention efforts, and (e) violate the *Securities and Exchange Act* and *Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens*.

Actions by the NCC: For the alleged violation of the fact verification principle, the NCC has requested the company to review this matter at their internal news reporting self-regulation committee and provide the results of their discussion to the NCC, after which the case will be submitted to the Broadcasting Programs and Advertisements Consulting Meeting for further discussion. As for the alleged violation of the *Securities and Exchange Act*, the NCC has forwarded the relevant complaint to the competent authority, the Financial Supervisory Commission, for further processing.