



## 2020 Third Quarter (July – September) 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 issues. Consequently, the iWIN website (<https://i.win.org.tw/iWIN/>) was launched on August 1, 2013. The public may file a complaint with respect to online content through 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 December 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 herein violated relevant regulations. Detailed below are complaints concerning radio and TV media in the third quarter of 2020 (July – September). The report is presented in two sections, *Broadcasting Complaints Overview* and *Major Television Complaints*.

## ◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio compiled by the NCC during the third quarter of 2020 (July to September), 344 complaints<sup>1</sup> were made in total: 324 against television (94.19%) and 20 against radio (5.81%). Please see Figure 1.

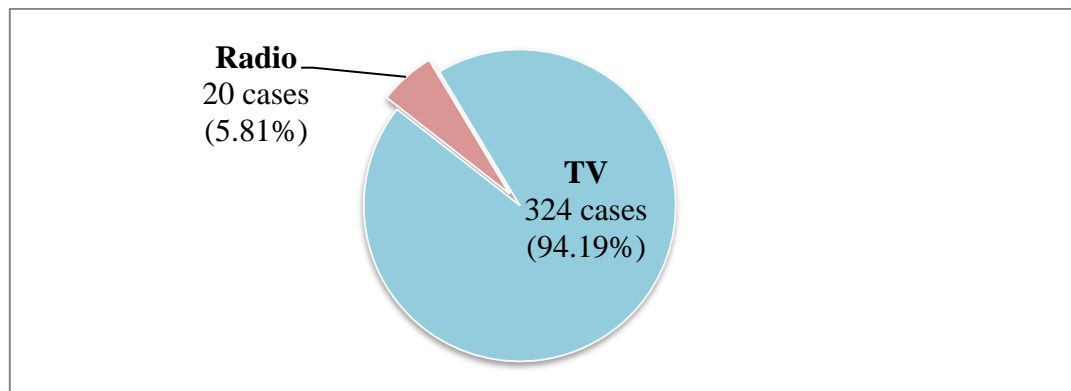


Figure 1: Public complaints by media type (Q3 2020)

Table 1 shows that of the total 344 complaints, 189 cases (54.94%) and 72 cases (20.93%) were submitted by males and females respectively; another 83 cases (24.13%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q3 2020)				
	Male	Female	Unspecified	Total
<b>TV</b>	172	70	82	324
<b>Radio</b>	17	2	1	20
<b>Total</b>	189	72	83	344
<b>Percentage</b>	54.94%	20.93%	24.13%	100.00%

Figure 2 shows that 223 complaints (64.83%) were made through the NCC's Broadcasting Content Complaints website, while 121 cases (35.17%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

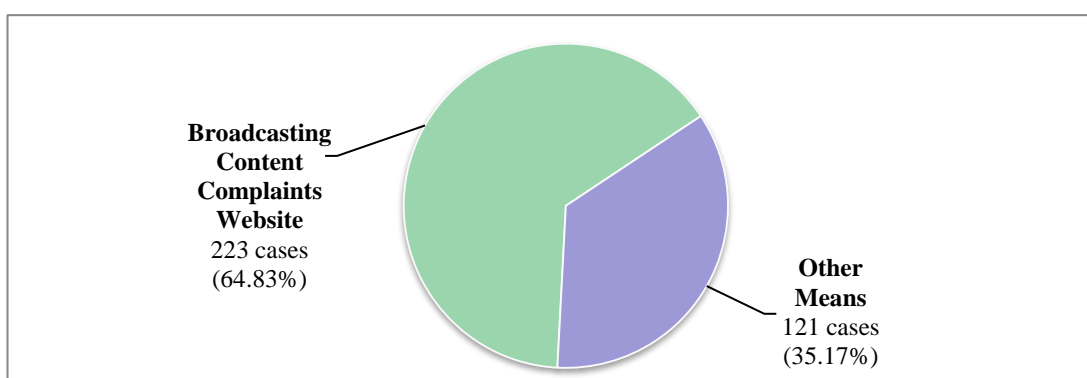


Figure 2: Public complaints filed by means of filing (Q3 2020)

<sup>1</sup> 50 cases unrelated to TV and radio were excluded.

Table 2 shows that 316 (91.86%) of the 344 complaints against TV and radio pertained to inappropriate content, while 28 (8.14%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “commercial violations (time/length/content)” with 60 complaints (17.44%). There were also 57 complaints (16.57%) regarding “false or biased contents,” 49 (14.24%) about “contents or wording of certain channels (radio stations)/programs/commercials,” 42 (12.21%) about “lack of distinction between programs and commercials,” and 35 (10.17%) regarding “disrupting public order or adversely affecting good social customs.” The total number of these top five types of complaints amounted to 243, accounting for 70.64% 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 (Q3 2020)</b>			
<b>Category</b>		<b>Cases</b>	<b>Percentage</b>
Contents	Commercial violations (time/length/content)	60	17.44%
	False or biased contents	57	16.57%
	Contents or wording of certain channels (radio stations), programs, or commercials	49	14.24%
	Lack of distinction between programs and commercials	42	12.21%
	Disrupting public order or adversely affecting good social customs	35	10.17%
	Contents harmful to the physical or psychological well-being of children and youths	22	6.40%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	13	3.78%
	Inappropriate content ratings	12	3.49%
	Disregard for professional ethics of journalism	10	2.91%
	Suggestions on the NCC’s operations	6	1.74%
	Regulations/information inquiries	6	1.74%
	Others <sup>2</sup>	4	1.16%
	<b>Subtotal</b>	<b>316</b>	<b>91.86%</b>
Operations	Issues of radio and TV operations management	17	4.94%
	Issues of programming/production/broadcasting	8	2.33%
	Others <sup>3</sup>	3	0.87%
	<b>Subtotal</b>	<b>28</b>	<b>8.14%</b>
<b>Total</b>		<b>344</b>	<b>100%</b>

<sup>2</sup> Others include excessive reruns (3 cases) and failure to meet the specified quota of a certain language (1 case).

<sup>3</sup> Others include inappropriate customer service attitude, technical issues (signal/image quality/volume), and issues of intellectual property, distribution, or broadcasting rights (1 case each).

Of the 316 complaints about inappropriate radio and television content, there were 309 complaints against television. A further analysis of the program types revealed that the majority were against “news reports” with 128 cases (41.42%), followed by “commercials” with 81 cases (26.21%), “dramas” with 25 cases (8.09%), “infomercials” with 22 cases (7.12%), “variety programs” with 13 cases (4.22%), “political talk shows” with 10 cases (3.24%), “general (non-political) talk shows” with 9 cases (2.91%), “programs with unspecified genres” with 9 cases (2.91%), and “programs of other genres<sup>4</sup>” with 12 cases (3.88%). Please refer to Figure 3:

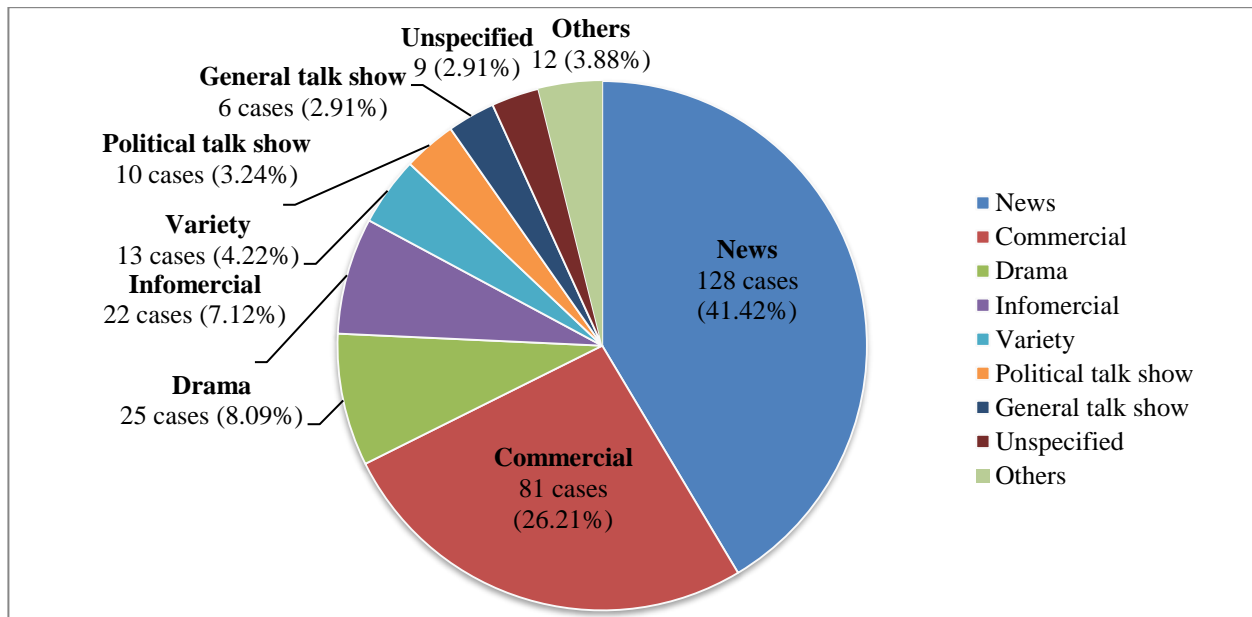


Figure 3: TV complaints by program types (Q3 2020)

Of the 7 complaints against radio, 3(42.86%) were about “variety programs.<sup>5</sup>” There were also 2 cases each (28.57%) concerning “news and political talk shows” and “music programs.” Please refer to Figure 4:

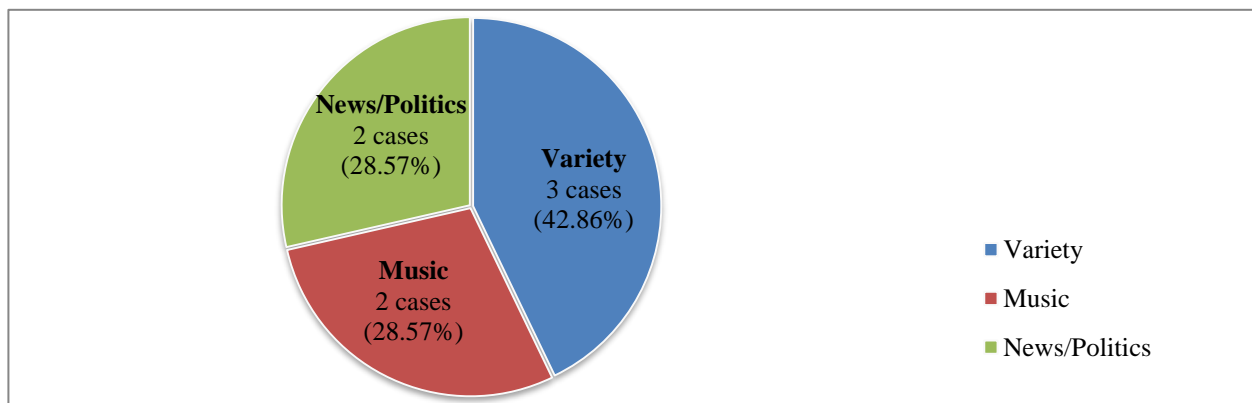


Figure 4: Radio complaints by program types (Q3 2020)

<sup>4</sup> Others include educational/cultural programs (4), folk and religious programs (3), children’s programs (3), sports (1), and programs about finance, economics, and financial markets (1).

<sup>5</sup> Programs feature diverse contents and do not fit into any particular genre.

## ◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints during Q3 2020 (July to September) were in the categories of “news” and “commercials.” Among the 128 news-related complaints, the majority pertained to “false or biased contents” with 50 cases (39.06%), followed by 20 (15.63%) regarding “contents or wording of certain channels/programs/commercials” and 15 (11.72%) pertaining to “disrupting public order or adversely affecting good social customs.” The total number of these three most common types of complaints concerning inappropriate content amounted to 85, or 66.41%, of all TV news-related complaints. Please see Table 3 for more details:

Table 3: Public complaints about news reports by complaint category (Q3 2020)			
Genre	Inappropriate content category	Cases	Percentage
News	False or biased contents	50	39.06%
	Contents or wording of certain channels/programs/commercials	20	15.63%
	Disrupting public order or adversely affecting good social customs	15	11.72%
	Contents harmful to the physical or psychological well-being of children and youths	11	8.59%
	Disregard for professional ethics of journalism	10	7.81%
	Lack of distinction between programs and commercials	8	6.25%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	7	5.47%
	Others <sup>6</sup>	7	5.47%
Total		128	100%

An analysis of the 81 complaints about inappropriate content in commercials shows that “commercial violations (time/length/content)” were the most common with 58 cases (71.60%), followed by 8 (9.88%) on “disrupting public order or adversely affecting good social norms” and 7 (8.64%) on “contents or wording of certain channels/programs/commercials.” The total number of these top three types of inappropriate content complaints amounted to 73, accounting for 90.12% of all complaints against dramas. See Table 4 for more details:

Table 4: Public complaints about commercials by complaint category (Q3 2020)			
Genre	Inappropriate content category	Cases	Percentage
Commercial	Commercial violations (time/length/content)	58	71.60%
	Disrupting public order or adversely affecting good social customs	8	9.88%
	Contents or wording of certain channels/programs/commercials	7	8.64%
	Lack of distinction between programs and commercials	4	4.94%
	Contents harmful to the physical or psychological well-being of children and youths	4	4.94%
Total		81	100%

<sup>6</sup> Others include inappropriate content ratings (5 cases), suggestions on the NCC’s operations (1 case), and regulations/information inquiries (1 case).

During the third quarter (July to September) of 2020, the following programs and commercials received more than 10 complaints: *SearchHome* (program) and *The Rope Curse 2* (commercial). Please see Table 5 for more information:

Table 5: Major complaints about programs, news reports, and commercials on terrestrial/satellite television (Q3 2020)			
Program/News Report/Commercial	Channel	Content Type	Cases
<i>SearchHome</i>	USTV News	Program	17
<i>The Rope Curse 2</i>	GTV Variety	Commercial	10

**1. The program *SearchHome* received 17 complaints.**

**Complaints:** USTV News' *SearchHome* clearly indicated the names of certain companies without making a clear distinction between advertising and the program itself.

**Actions by the NCC:** The NCC processes complaints related to television and radio programming in accordance with the *Radio and Television Act* and *Satellite Broadcasting Act*, both of which have clear stipulations on the distinction between programming and commercials. In the event that a television program is apparently promoting certain products and services, the NCC adheres to administrative protocols and may undertake appropriate punitive measures if deemed necessary based on the facts of the case. Regarding the public's complaints about USTV News *SearchHome*'s apparent promotion of certain brands of products, after reviewing the evidence, the NCC determined the program to be in violation of the aforementioned regulations; thus, punitive measures will be taken in this case pending administrative processing.

**2. The commercial *The Rope Curse 2* received 10 complaints.**

**Complaints:** The commercial depicted plots of an unsettling nature and was aired in an inappropriate timeslot, which was detrimental to the physical and psychological well-being of children and youths.

**Actions by the NCC:** The NCC issued an official letter to the Satellite Television Broadcasting Association and requested that it ask member companies to enforce their respective self-regulatory mechanisms and to broadcast the commercial in suitable timeslots if commissioned to do so.