



2020 Fourth Quarter (October – December)

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 have been transferred to the operators in question for internal 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 television media. It does not necessarily mean that the related programs or broadcasting businesses mentioned herein violated relevant regulations. Detailed below are complaints concerning radio and television media in the fourth quarter of 2020 (October – December). 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 fourth quarter of 2020 (October to December), 452 complaints¹ were made in total: 444 against television (98.23%) and 8 against radio (1.77%). Please see Figure 1.

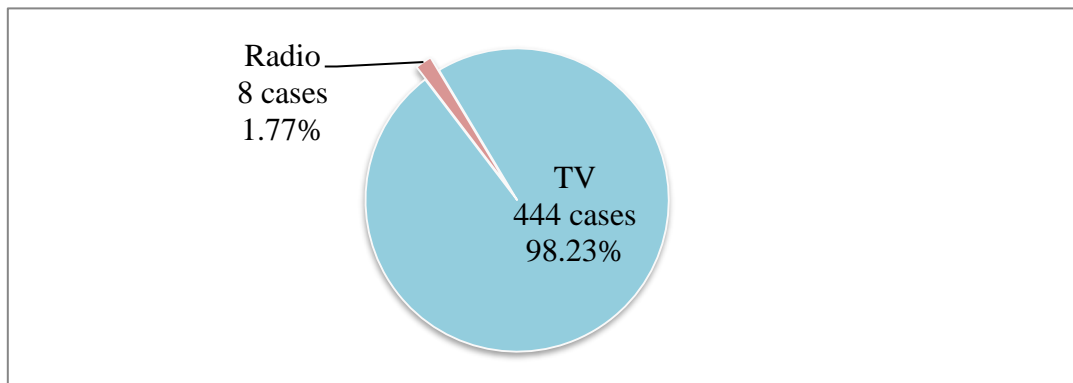


Figure 1: Public complaints by media type (Q4 2020)

Table 1 shows that of the total 452 complaints, 274 cases (60.62%) and 87 cases (19.25%) were submitted by males and females respectively; another 91 cases (20.13%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q4 2020)				
	Male	Female	Unspecified	Total
TV	269	84	91	444
Radio	5	3	0	8
Total	274	87	91	452
Percentage	60.62%	19.25%	20.13%	100.00%

Figure 2 shows that 290 complaints (64.16%) were made through the NCC

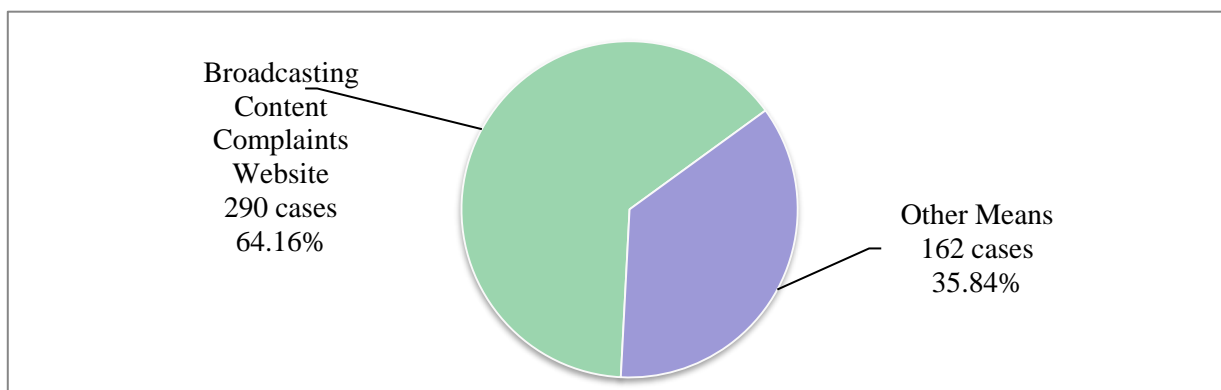


Figure 2: Public complaints filed by means of filing (Q4 2020)

¹ 52 cases unrelated to TV and radio were excluded.

Broadcasting Content Complaints website, while 162 cases (35.84%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

Table 2 shows that 348 (76.99%) of the 452 complaints against television and radio pertained to inappropriate content, while 104 (23.01%) 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 114 complaints (25.22%). There were also 45 complaints (9.96%) regarding “disrupting public order or adversely affecting good social customs,” 43 (9.51%) about “contents or wording of certain channels (radio stations)/programs/commercials,” 39 (8.63%) about “lack of distinction between programs and commercials,” and 22 (4.87%) “suggestions on the NCC’s operations.” The total number of these top five types of complaints amounted to 263, accounting for 58.19% 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 (Q4 2020)			
Category		Cases	Percentage
Contents	False or biased contents	114	25.22%
	Disrupting public order or adversely affecting good social customs	45	9.96%
	Contents or wording of certain channels (radio stations), programs, or commercials	43	9.51%
	Lack of distinction between programs and commercials	39	8.63%
	Suggestions on the NCC’s operations	22	4.87%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	21	4.65%
	Commercial violations (time/length/content)	21	4.65%
	Contents harmful to the physical or psychological well-being of children and youths	18	3.98%
	Disregard for professional ethics of journalism	14	3.10%
	Others ²	11	2.43%
Subtotal		348	76.99%
Operations	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	59	13.05%
	Issues of radio and TV operations management	35	7.74%
	Others ³	10	2.21%

² Others include inappropriate content ratings (5 cases), regulations/information inquiries (4 cases), and gender discrimination (2 cases).

³ Others include issues of programming/production/broadcasting (3 cases), suggestions on the NCC’s operations (3 cases), regulations/information inquiries (2 cases), inappropriate customer service attitude (1 case), and technical issues (signal/image quality/volume) (1 case).

Subtotal	104	23.01%
Total	452	100%

Of the 348 complaints about inappropriate radio and television content, there were 341 complaints against television. A further analysis of the program types revealed that the majority were against “news reports” with 186 cases (54.55%), followed by “variety programs” with 33 cases (9.68%), “dramas” with 32 cases (9.38%), “political talk shows” with 28 cases (8.21%), “commercials” with 28 cases (8.21%), “programs with unspecified genres” with 19 cases (5.57%), “general (non-political) talk shows” with 8 cases (2.35%), and “programs of other genres⁴” with 7 cases (2.05%). Please refer to Figure 3:

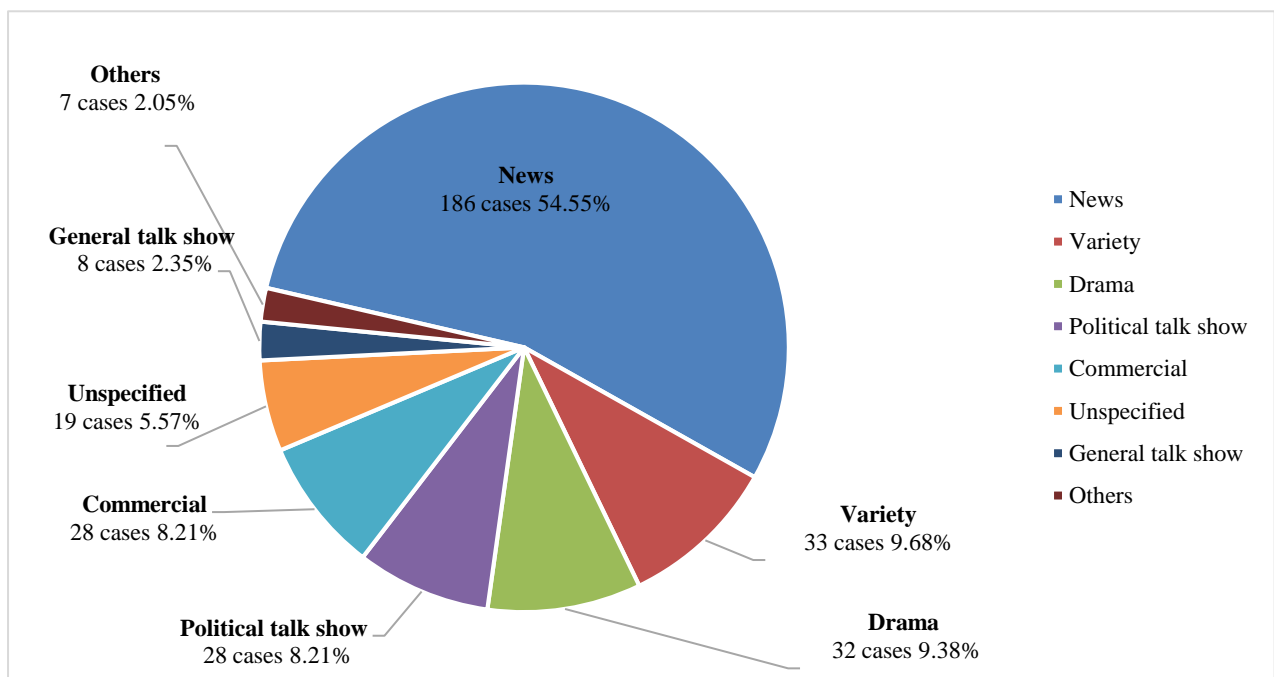


Figure 3: TV complaints by program types (Q4 2020)

⁴ Others include infomercials (2 cases), programs about finance, economics, and stock markets (2 cases), folk and religious programs (1 case), educational/cultural programs (1 case), and sports (1 case).

Of the 7 complaints against radio, 5 cases (71%) were against variety programs.⁵ There were also 2 cases (29%) against “news and political talk shows.” Please refer to Figure 4:

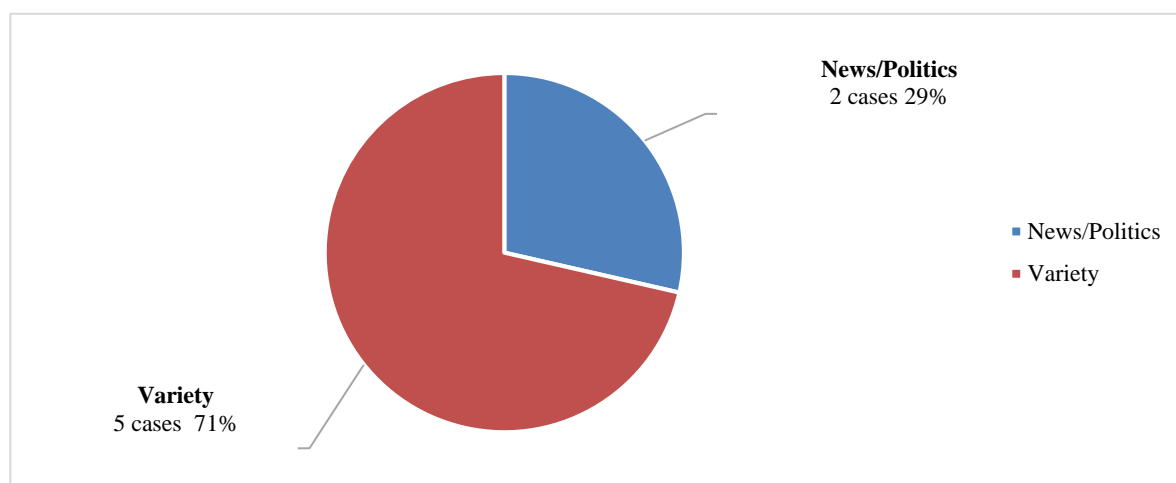


Figure 4: Radio complaints by program types (Q4 2020)

◆ Major Television Complaints

The majority of the television (and television commercials) content-related complaints in Q4 2020 (October to December) were in the categories of “news” and “variety programs.” Among the 186 news-related complaints, the majority pertained to “false or biased contents” with 86 cases (46.24%), followed by 25 (13.44%) regarding “contents or wording of certain channels/programs/commercials” and 24 (12.90%) 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 135, or 72.58%, of all TV news-related complaints.

Table 3: Public complaints about news reports by complaint category (Q4 2020)			
Genre	Inappropriate content category	Cases	Percentage
News	False or biased contents	86	46.24%
	Contents or wording of certain channels/programs/commercials	25	13.44%
	Disrupting public order or adversely affecting good social customs	24	12.90%
	Lack of distinction between programs and commercials	15	8.06%
	Disregard for professional ethics of journalism	11	5.91%
	Contents harmful to the physical or psychological well-being of children and	9	4.84%

⁵ Programs feature diverse contents and do not fit into any particular genre.

	youths		
	Comments on the overall broadcasting environment, policies, regulations, and the NCC's administration	9	4.84%
	Others ⁶	7	3.76%
Total		186	100% ⁷

An analysis of the 33 complaints about inappropriate content in variety programs shows that “suggestions on the NCC’s operations” were the most common with 16 cases (48.48%), followed by 7 (21.21%) on “lack of distinction between programs and commercials” and 4 (12.12%) on “contents or wording of certain channels/programs/commercials.” The total number of these top three types of inappropriate content complaints amounted to 27, accounting for 81.82% of all complaints against variety programs. See Table 4 for more details:

Table 4: Public complaints about variety programs by complaint category (Q4 2020)			
Genre	Inappropriate content category	Cases	Percentage
Variety program	Suggestions on the NCC's operations	16	48.48%
	Lack of distinction between programs and commercials	7	21.21%
	Contents or wording of certain channels/programs/commercials	4	12.12%
	Contents harmful to the physical or psychological well-being of children and youths	3	9.09%
	Others ⁸	3	9.09%
Total		33	100% ⁹

During the fourth quarter (October to December) of 2020, the following programs and news received more than 10 complaints: *Golden City* (drama program) and news report “US CIA Director Visits Taiwan.” Please see Table 5 for more information:

⁶ Others include suggestions on the NCC’s operations (2 cases), regulations/information inquiries (2 cases), inappropriate content ratings (2 cases), and gender discrimination (1 case).

⁷ Percentage rounded to the second decimal place; rounding errors can occur.

⁸ Others include disrupting public order or adversely affecting good social customs, regulations/information inquiries, comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration (1 case each).

⁹ Percentage rounded to the second decimal place; rounding errors can occur.

Table 5: Major complaints about programs, news reports, and commercials on terrestrial/satellite television (Q4 2020)			
Program/News Report/Commercial	Channel	Content Type	Cases
<i>Golden City</i>	FTV	Drama program	19
“US CIA Director Visits Taiwan”	SET News	News	47

1. The program *Golden City* received 19 complaints.

Complaints: Among the 19 complaints NCC received against *Golden City* were “*This awful program constantly shows scenes of self-harm and forcing others to swear on the life of children,*” “*Golden City shows non-legally married couples undergoing in vitro fertilization,*” “*The program has excessive product placement with detailed descriptions of product features,*” and “*Golden City shows alcohol abuse, alcohol-induced aggression, gas barrel explosions, and other violent scenes that can result in negative social influence.*”

NCC Action: The NCC reviewed the program’s recordings according to the complaints on a case-by-case basis, forwarded the suspected violations to the Consultative Meeting for Television Programs and Commercials for discussion in accordance with the administrative procedures, and handled the violations accordingly. The complaints pertaining to non-violation were forwarded to the operators as reference and for them to reply directly to those filing the complaint.

2. The news report “US CIA Director Visits Taiwan” received 47 complaints.

Complaints: Among the 47 complaints NCC received against this segment were “*On November 22, SET News reported the news concerning the CIA director’s visit to Taiwan, which was refuted by the Ministry of Foreign Affairs shortly after. SET News failed to fulfill their responsibility to fact-check their sources and falsely reported this story,*” “*SET News falsely reported today that a CIA official arrived in Taiwan on a US charter plane, which was refuted by the Office of the President, thus playing a role in the spread of fake news,*” “*If not fined immediately, this behavior of reporting unverified information without waiting for official confirmation from the government and providing people with false information can result in social instability and hinder the development of the Taiwan-US relationship.*”

NCC Action: NCC received a total of 47 complaints, has reviewed the recordings in question and is currently following administrative procedures.