



2021 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 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 herein violated relevant regulations. Detailed below are complaints concerning radio and TV media in the second quarter of 2021 (April – June). 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 second quarter of 2021 (April to June), 598 complaints¹ were made in total: 581 against television (97.16%) and 17 against radio (2.84%). Please see Figure 1.

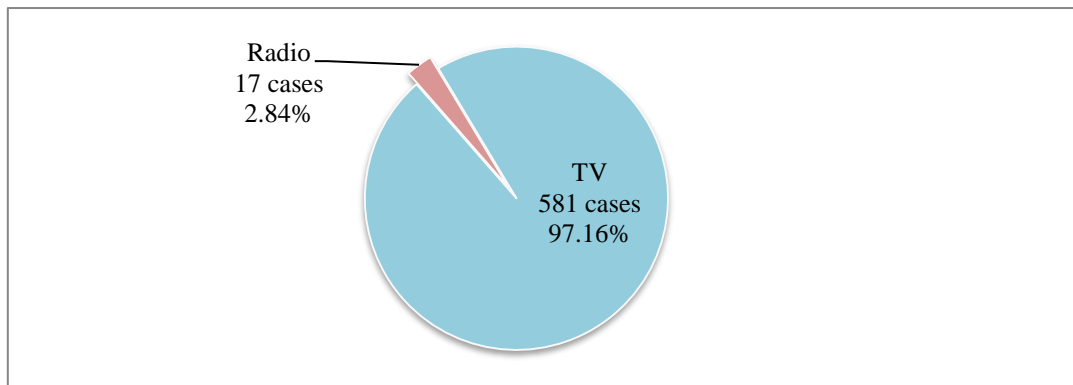


Figure 1: Public complaints by media type (Q2 2021)

Table 1 shows that of the total 598 complaints, 291 cases (48.66%) were submitted by males whereas 160 cases (26.76%) were submitted by females; another 147 cases (24.58%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q2 2021)				
	Male	Female	Unspecified	Total
TV	275	160	146	581
Radio	16	0	1	17
Total	291	160	147	598
Percentage	48.66%	26.76%	24.58%	100.00%

¹ 97 cases unrelated to TV and radio were excluded.

Figure 2 shows that 411 complaints (68.73%) were made through the NCC's Broadcasting Content Complaints website, while 187 cases (31.27%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

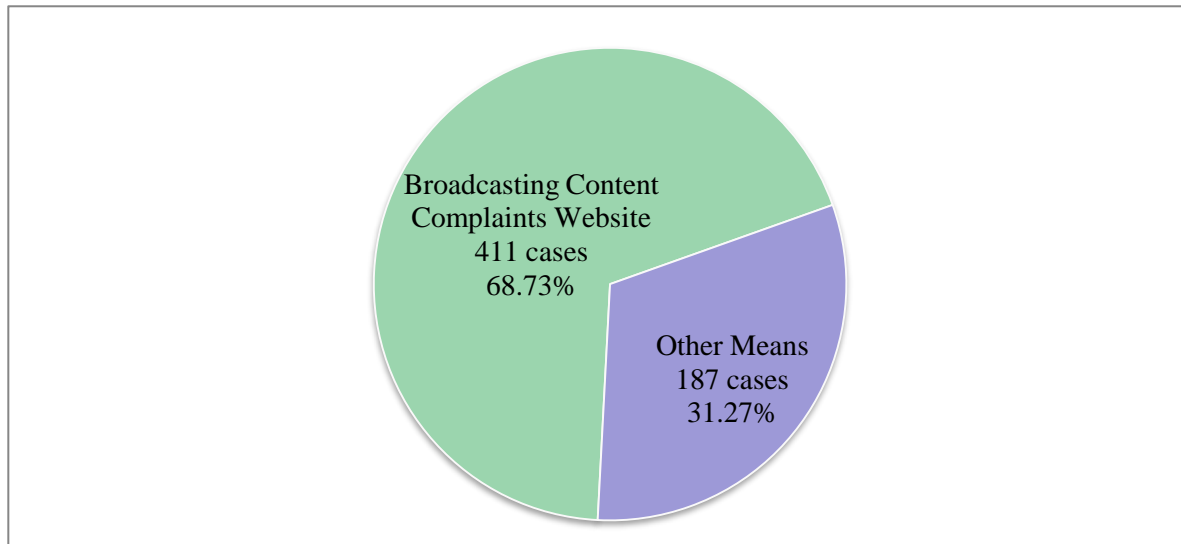


Figure 2: Public complaints filed by means of filing (Q2 2021)

Table 2 shows that 565 (94.48%) of the 598 complaints against TV and radio pertained to inappropriate content, while 33 (5.52%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was concerning false or biased contents (154 cases/25.75%) followed by contents or wording of certain channels/stations, programs, or commercials (121 cases/20.23%), disrupting public order or adversely affecting good social customs (80 cases/13.38%), lack of distinction between programs and commercials (59 cases/9.87%), and contents harmful to the physical or psychological well-being of children and youths (41 cases/6.86%). The total number of these top five types of complaints amounted to 455, accounting for 76.09% 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 2021)			
Category		Cases	Percentage
Contents	False or biased contents	154	25.75%
	Contents or wording of certain channels/stations, programs, or commercials	121	20.23%
	Disrupting public order or adversely affecting good social customs	80	13.38%
	Lack of distinction between programs and commercials	59	9.87%
	Contents harmful to the physical or psychological well-being of children and youths	41	6.86%

	Comments on the overall broadcasting environment, policies, regulations, and the NCC's administration	38	6.35%
	Commercial violations (timing/length/overtime/frequency/content of commercial breaks)	30	5.02%
	Disregard for professional ethics of journalism	11	1.84%
	Inappropriate program ratings	8	1.34%
	Suggestions on the NCC's operations	7	1.17%
	Overly frequent reruns	5	0.84%
	Others ²	11	1.84%
	Subtotal	565	94.48%³
Operations	Technical issues regarding broadcasting signal reception, image quality, or sound volume	11	1.84%
	Issues regarding program planning/production/changes/broadcasting (including reruns)	9	1.51%
	Suggestions on the NCC's operations	6	1.00%
	Issues regarding customer service	4	0.67%
	Issues of radio and TV operations management	2	0.33%
	Comments on the overall broadcasting environment	1	0.17%
	Subtotal	33	5.52%
Total		598	100%

Of the 565 complaints about inappropriate radio and television content, there were 552 complaints against television. Further analysis of the program types revealed that the majority were against news reports (216 cases/39.13%), followed by dramas and animes (80 cases/14.49%), political talk shows (71 cases/12.86%), commercials (45 cases/8.15%), infomercials (37 cases/6.70%), variety programs (30 cases/5.44%), programs with unspecified genres (29 cases/5.26%), general talk shows (20 cases/3.62%), children's programs⁴ (11 cases/1.99%), and programs of other types (13 cases/2.36%). Please refer to Figure 3:

² Others include violation of other laws or regulations (2 cases), crawling text misuse (2 cases), content considered erroneous by an aggrieved party who requests a correction or an opportunity to respond (2 cases), discriminatory issues (2 cases), unlawful disclosure of personal information (2 cases), and regulations/information inquiries (1 case).

³ Percentage rounded to the second decimal place; rounding errors can occur.

⁴ Programs of other types include folk and religious programs (5 cases), educational and cultural programs (3 cases), finance programs (3 cases), and sports (2 cases).

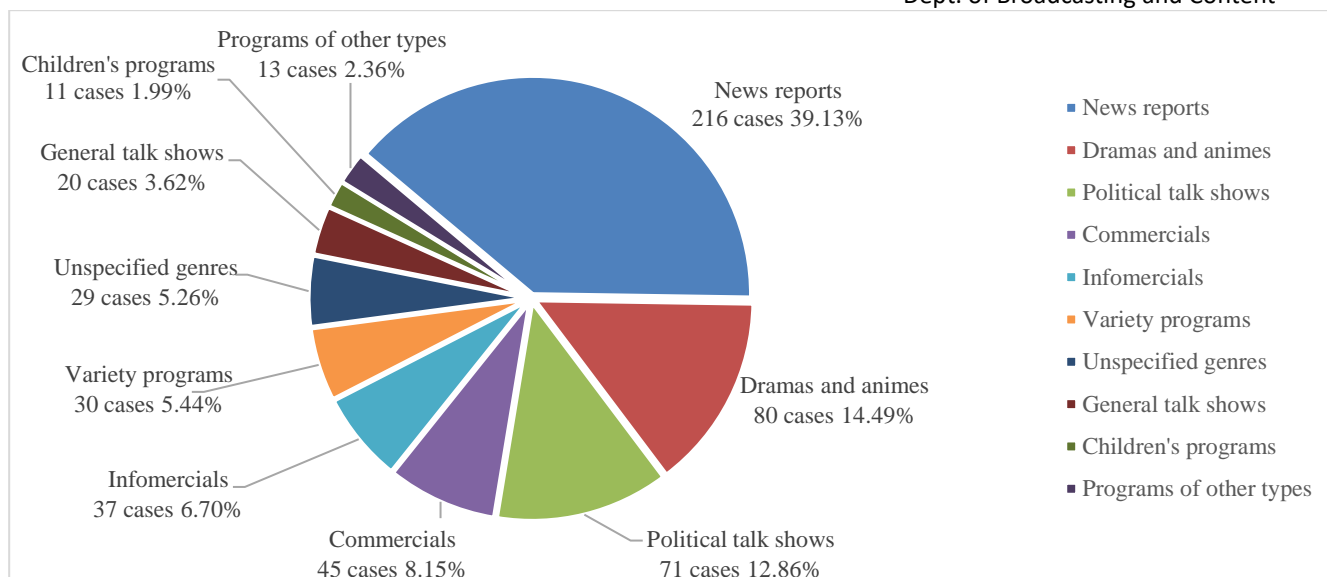


Figure 3: TV complaints by program types (Q2 2021)

Of the 13 complaints against radio, the majority were about variety programs⁵ with 11 cases (84.62%). There were also 2 cases (15.38%) on news and political talk shows. Please refer to Figure 4:

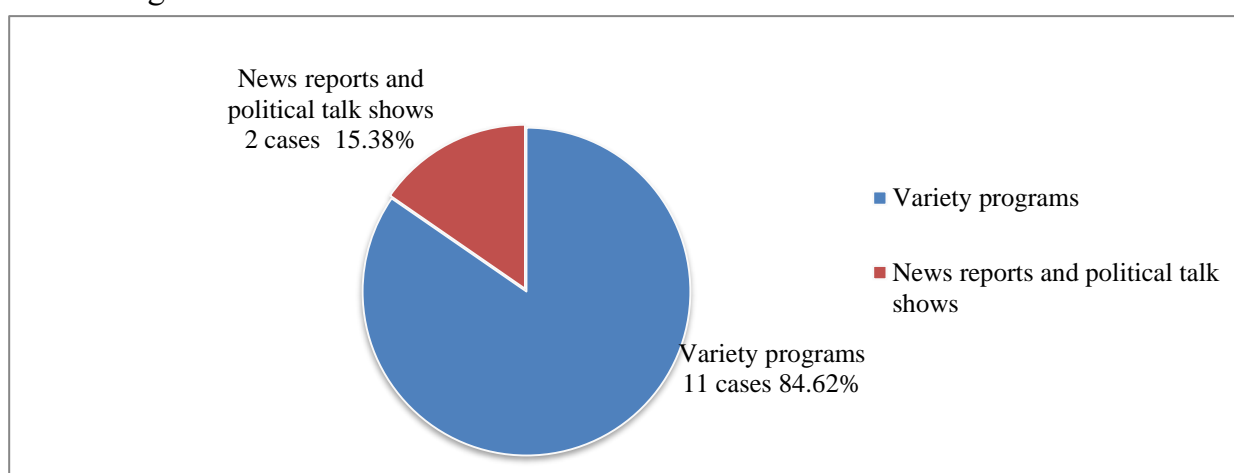


Figure 4: Radio complaints by program types (Q2 2021)

◆ Major Television Complaints

The majority of the television (including commercials) content-related complaints made during the second quarter 2021 (April to June) were in the categories of news reports and dramas and animes. Among the 216 news-related complaints, the majority pertained to false or biased contents (92 cases/42.59%), followed by contents or wording of certain channels/programs/commercials (60 cases/27.78%), disrupting public order or adversely affecting good social customs (15 cases/6.94%) The total number of these three most common types of complaints concerning inappropriate content amounted to 167, or 77.31%, of all television news-related complaints. See Table 3 for more details:

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

Table 3: Public complaints about news reports by complaint category (Q2 2021)			
Genre	Inappropriate content category	Cases	Percentage
News	False or biased contents	92	42.59%
	Contents or wording of certain channels/programs/commercials	60	27.78%
	Disrupting public order or adversely affecting good social customs	15	6.94%
	Lack of distinction between programs and commercials	14	6.48%
	Disregard for professional ethics of journalism	11	5.09%
	Comments on the overall broadcasting environment	10	4.63%
	Others ⁶	14	6.48%
Total		216	100%

An analysis of the 80 complaints about inappropriate content in dramas and animes shows that complaints pertaining to disrupting public order or adversely affecting good social customs were the most common (30 cases/37.50%), followed by contents harmful to the physical or psychological well-being of children and youths (19 cases/23.75%), contents or wording of certain channels/programs/commercials (8 cases/10.00%). The total number of these top three types of inappropriate content complaints amounted to 57, accounting for 71.25% of all complaints against dramas and animes. See Table 4 for more details:

Table 4: Public complaints about dramas and animes by complaint category (Q2 2021)			
Genre	Inappropriate content category	Cases	Percentage
Dramas and animes	Disrupting public order or adversely affecting good social customs	30	37.50%
	Contents harmful to the physical or psychological well-being of children and youths	19	23.75%
	Contents or wording of certain channels/programs/commercials	8	10.00%
	Comments on the overall broadcasting environment	7	8.75%
	Inappropriate program ratings	7	8.75%
	Others ⁷	9	11.25%

⁶ Others include suggestions on the NCC's operations (4 cases), contents harmful to the physical or psychological well-being of children and youths (3 cases), content considered erroneous by an aggrieved party who requests a correction or an opportunity to respond (2 cases), crawling text misuse (2 cases), overly frequent reruns (1 case), unlawful disclosure of personal information (1 case), and violation of other laws or regulations (1 case).

⁷ Others include commercial violations (timing/length/overtime/frequency/content of commercial breaks) (3 cases), overly frequent reruns (3 cases), false or biased contents (1 case), suggestions on the NCC's operations (1 case), and lack of distinction between programs and commercials (1 case)

Total	80	100%
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During the second quarter (April to June) of 2021, the following programs received more than 10 complaints: *Searchome*, *Golden City*, *New Taiwan Refueling*, and *Proud of You*. Please see Table 5 for more information:

Table 5: Major complaints about programs on terrestrial/satellite television (Q2 2021)			
Program/News Report/Commercial	Channel	Content Type	Cases
Searchome	USTV News	Informercial	20
Golden City	FTV	Drama/anime program	17
New Taiwan Refueling	SET News	Political talk show	13
Proud of You	SET Taiwan	Drama/anime program	12

Case analyses:

1. The program *Searchome* received 20 complaints.

Complaints: The USTV News program *Searchome* blatantly promoted products and services of certain designers/companies, showing clearly biased opinions and a lack of distinction between the program and commercials.

Actions by the NCC: 1. The supervision of television content by NCC is carried out in accordance with the Radio and Television Act and Satellite Broadcasting Act, which both dictate a clear distinction between programs and commercials. For any television program containing the explicit promotion of certain products or services and showing a lack of distinction between the program and commercials, the NCC shall review such cases and investigate and handle them according to the stipulated administrative procedures as deemed necessary.
2. In response to the complaints against the USTV News program *Searchome* concerning the lack of distinction between the program and commercials seen in its presentation of the products and services of certain designers/companies, the NCC reviewed the broadcast but did not find any clear violation within the program's content. In addition to forwarding the complaints received to the television network in question between June 28-30, 2021, the NCC also requested that the television network comply with the Regulations for the Distinction between Television Programs and Advertisements, Product Placement Marketing, and Sponsorships when producing programs and to strengthen their internal control and review system, so as to avoid being penalized for legal violations.

2. The program *Golden City* received 17 complaints.

Complaints: The program contained suggestions of supernatural

phenomena and depicted scenes of bullying, hatred and antagonism, premeditated violence, and tampering of evidence, and is therefore unsuitable for prime time viewing as it poses a negative impact on society and public order and adversely affects social customs.

Actions by the NCC: The NCC maintains and respects the principles of media autonomy and media's freedom of expression and proceeds in accordance with the law in the case of any clear violation. In response to the complaints against the program, the NCC reviewed the content and censorship of the program and deemed that the program presented an acceptable plotline that falls within legal standards. However, as the situations depicted in the program can have a negative impact on society, the NCC has forwarded the complaints to the television network in question and asked it to adhere to the Television Programs Classification Handling Regulations and other relevant regulations when producing programs in order to prevent future punitive measure.

3. The program *New Taiwan Refueling* received 13 complaints.

Complaints: The SET News program *New Taiwan Refueling* for the episode, which aired on May 24, 2021, used the term "Wanhua virus" in its lower third caption. The complaints received include the following: *"Referring to the virus with an unofficial name such as Wanhua virus that is not approved by the scientific community can cause panic among the public."*; *"...dubbing a new name for the virus can mislead the public to discriminate against the local residents."*; *"This program causes stigma surrounding the Wanhua District."*; *"Since when is there a Wanhua virus? Is the program trying to blame the outbreak on Wanhua by placing the name in large caption? The program's use of the name directly labeled the district and associated it with the virus, deepening discrimination against Wanhua residents and violating the professional ethics of journalism."*

Actions by the NCC: The NCC followed the standard operating procedures and requested the television network to state their view and forward the case to its journalism self-regulatory committee for further review. The case was also presented to the NCC's Consultative Meeting for Television Programs and Commercials for discussion, where opinions from a consultative committee made up of experts, scholars, non-governmental organizations, and industry practitioners were provided to serve as references for future review by the NCC.

4. The program *Proud of You* received 12 complaints.

Complaints: The G-rated soap opera program aired during prime time viewing depicted murders by knife and lethal injection, multiple scenes of murder/violence/brutality, and outlandish surgical impersonation scenarios. These complaints accuse the

program of harming the physical or psychological well-being of children and youths, disrupting public order, and adversely affecting good social customs.

- Actions by the NCC:
1. The NCC maintains and respects the principles of media autonomy and media's freedom of expression and proceeds in accordance with the law in the case of any clear violation. In response to the complaints against the depiction of multiple scenes of murder, violence, and brutality, as well as murders by lethal injection, the NCC reviewed the content and censorship of the program and deemed that the program presented an acceptable plotline that falls within legal standards. However, as the situations depicted in the program can have a negative impact on society, the NCC forwarded the complaints to the television network in question on May 21 and requested the television network to state their view and forward the program content to its program self-regulatory committee for further review.
 2. The television network convened a program self-regulatory committee meeting on June 11 to discuss and review the case. On June 15, the meeting minutes were submitted to the NCC and published online to inform the public of the self-regulatory measures taken by the network.