



2021 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 herein violated relevant regulations. Detailed below are complaints concerning radio and TV media in the third quarter of 2021 (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 2021 (July to September), 434 complaints¹ were made in total: 331 against television (76.27%) and 103 against radio (23.73%). Please see Figure 1.

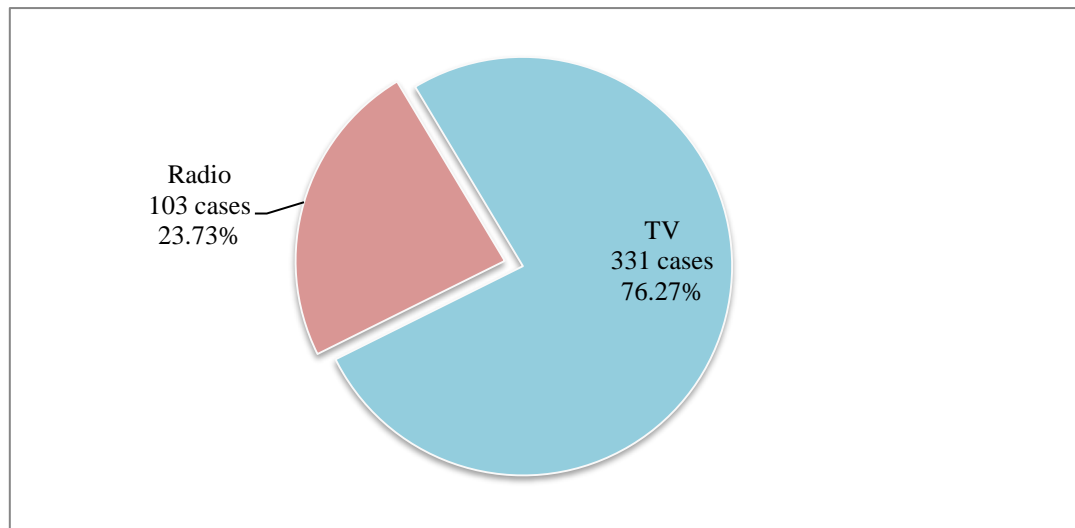


Figure 1: Public complaints by media type (Q3 2021)

Table 1 shows that of the total 434 complaints, 286 cases (65.90%) and 101 cases (23.27%) were submitted by males and females respectively; another 47 cases (10.83%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q3 2021)				
	Male	Female	Unspecified	Total
TV	190	95	46	331
Radio	96	6	1	103
Total	286	101	47	434
Percentage	65.90%	23.27%	10.83%	100.00%

¹ 85 cases unrelated to TV and radio were excluded.

Figure 2 shows that 248 complaints (57.14%) were made through the NCC’s Broadcasting Content Complaints website, while 186 cases (42.86%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

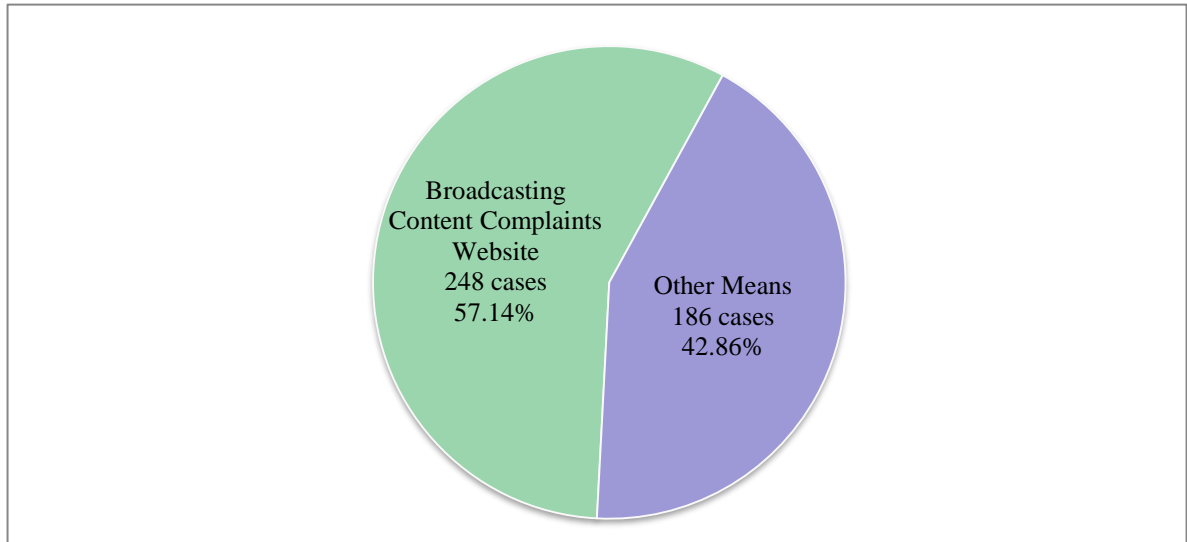


Figure 2: Public complaints filed by means of filing (Q3 2021)

Table 2 shows that 423 (97.47%) of the 434 complaints against TV and radio pertained to inappropriate content, while 11 (2.53%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “contents or wording of certain channels/stations, programs, or commercials” with 82² complaints (18.89%). There were also 69³ (15.90%) “comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration,” 50 (11.52%) about “violations of the principle of fact verification and the dissemination of false information,” 49 (11.29%) about contents “disrupting public order or adversely affecting good social customs,” and 41 (9.45%) about “commercial violations (timing/length/overtime/frequency/content of commercial breaks).” The total number of these top five types of complaints amounted to 291, accounting for 67.05% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories.

² 76 complaints were repeatedly filed for the same reason(s) regarding “contents or wording of certain channels/stations, programs, or commercials.”

³ 40 complaints were repeatedly filed for the same reason(s) to provide “comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration.”

Table 2: Public complaints by category of inappropriate contents and operations (Q3 2021) ⁴			
Category		Cases	Percentage
Contents	Contents or wording of certain channels/stations, programs, or commercials	82	18.89%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC's administration ⁵	69	15.90%
	Violations of the principle of fact verification and the dissemination of false information ⁶	50	11.52%
	Disrupting public order or adversely affecting good social customs	49	11.29%
	Commercial violations (timing/length/overtime/frequency/content of commercial breaks)	41	9.45%
	Violation of laws and regulations promulgated by other government authorities ⁷	35	8.06%
	Lack of distinction between programs and commercials	21	4.84%
	Contents harmful to the physical or psychological well-being of children and youths	14	3.23%
	Misuse of crawling text	13	3.00%
	Content considered erroneous by an aggrieved party who requests a correction or an opportunity to respond	12	2.77%
	Inappropriate program ratings	11	2.53%
	Violations of the principle of objectivity and dissemination of biased contents ⁸	10	2.30%
	Discriminatory issues	9	2.07%
	Others ⁹	7	1.61%

⁴ Complaint types and categories have been adjusted accordingly in response to the optimization of the Broadcasting Content Complaints website in July 2021.

⁵ Includes issues regarding program planning/production/broadcasting (including reruns).

⁶ Includes violations of the principle of fact verification in television contents and the dissemination of false information in radio contents.

⁷ Violations of laws and regulations promulgated by government authorities in health, finance, election, other jurisdictions.

⁸ Includes violations of the principle of objectivity in television contents and dissemination of biased contents in radio contents.

⁹ Includes unlawful disclosure of personal information (3 cases), suggestions on the NCC's operations (3 cases), and regulations/information inquiries (1 case).

	Subtotal	423	97.47% ¹⁰
Operations	Other issues related to NCC operations	9	2.07%
	Personal information issues	2	0.46%
	Subtotal	11	2.53%
Total		434	100%

Of the 423 complaints about inappropriate radio and television content, there were 320 complaints against television. Further analysis of the program types revealed that the majority were against “news reports” with 82 cases (25.62%), followed by “programs with unspecified genres” with 68 cases¹¹ (21.25%), “commercials” with 51 cases (15.94%), “dramas and animes” with 36 cases (11.25%), “variety programs” with 24 cases (7.50%), “political talk shows” with 18 cases (5.63%), “infomercials” with 12 cases (3.75%), “sports programs” with 9 cases (2.81%), “children's programs” with 6 cases (1.88%), and “programs of other types”¹² with 14 cases (4.38%). Please refer to Figure 3:

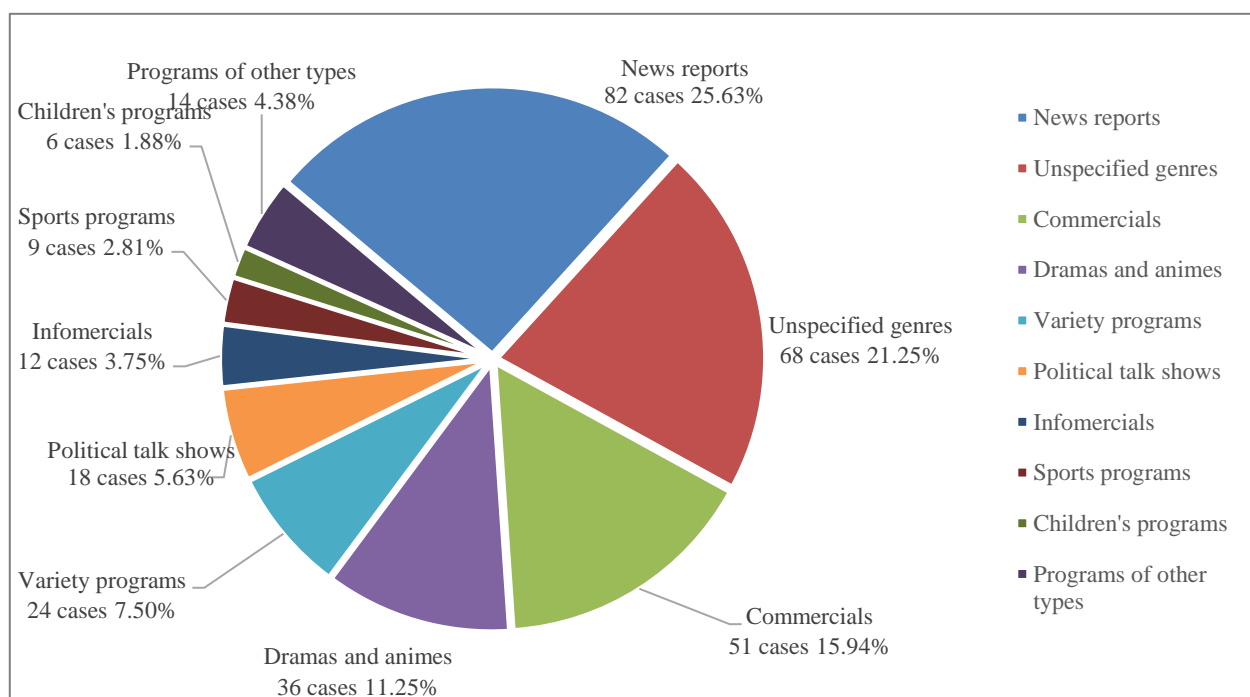


Figure 3: TV complaints by program types (Q3 2021)

¹⁰ Percentage rounded to the nearest second decimal place; rounding errors can occur.

¹¹ 40 complaints were repeatedly filed for the same reason(s).

¹² Includes general talk shows (5 cases), educational and cultural programs (3 cases), folk and religious programs (3 cases), and finance programs (3 cases).

Of the 103 complaints against radio, the majority were about “variety programs”¹³ with 92 cases¹⁴ (89.32%). There were also 4 cases (3.88%) concerning “news and political talk shows,” 3 cases (2.91%) against “programs with unspecified genres,” 2 cases (1.94%) about “commercials,” and 2 cases (1.94%) concerning “music programs.” Please refer to Figure 4:

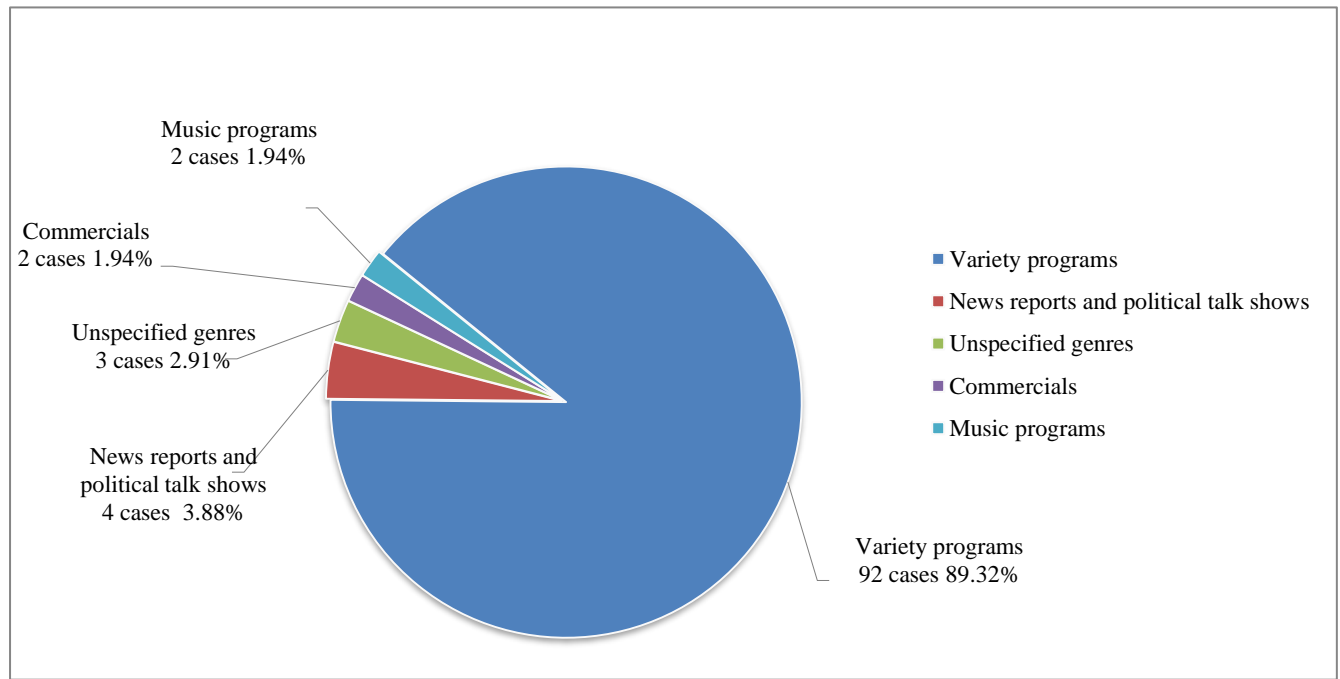


Figure 4: Radio complaints by program types (Q3 2021)

◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q3 2021 (July to September) were in the categories of “news reports” and “programs with unspecified genres.” Among the 82 news-related complaints, the majority pertained to “violations of the principle of fact verification” with 35 cases (42.68%), followed by 10 (12.19%) regarding contents “disrupting public order or adversely affecting good social customs,” 9 (10.98%) on violations of the principle of objectivity, and 9 (10.98%) pertaining to “content considered erroneous by an aggrieved party who requests a correction or an opportunity to respond.” The total number of these four most common types of complaints concerning inappropriate content amounted to 63, or 76.83%, of all TV news-related complaints. See Table 3 for more details:

Table 3: Public complaints about news reports by complaint category (Q3 2021)			
Genre	Inappropriate content category	Cases	Percentage
News reports	Violations of the principle of fact	35	42.68%

¹³ Programs that feature diverse contents and do not fit into any particular genre

¹⁴ 76 complaints were repeatedly filed for the same reason(s).

	verification		
	Disrupting public order or adversely affecting good social customs	10	12.19%
	Violations of the principle of objectivity	9	10.98%
	Content considered erroneous by an aggrieved party who requests a correction or an opportunity to respond	9	10.98%
	Violation of laws and regulations promulgated by other government authorities	8	9.76%
	Contents harmful to the physical or psychological well-being of children and youths	4	4.88%
	Others ¹⁵	7	8.54%
Total		82	100% ¹⁶

An analysis of the 68 complaints about inappropriate content in programs with unspecified genres shows that “comments on the overall broadcasting environment” were the most common with 65 cases¹⁷ (95.59%), followed by 2 (2.94%) “suggestions on the NCC’s operations” and 1 (1.47%) pertaining to “regulations/information inquiries.” See Table 4 for more details:

Table 4: Public complaints about programs with unspecified genres by complaint category (Q3 2021)			
Genre	Inappropriate content category	Cases	Percentage
Programs with unspecified genres	Comments on the overall broadcasting environment	65	95.59%
	Suggestions on the NCC’s operations	2	2.94%
	Regulations/information inquiries	1	1.47%
Total		68	100%

¹⁵ Includes unlawful disclosure of personal information (3 cases), discriminatory issues (2 cases), crawling text misuse (1 case), and inappropriate program ratings (1 case).

¹⁶ Percentage rounded to the nearest second decimal place; rounding errors can occur.

¹⁷ 40 complaints were repeatedly filed for the same reason(s).

During the third quarter (July to September) of 2021, the following programs and commercials received over 10 complaints: the program *Golden Years* and the commercial for BWT water filtration systems. Please see Table 5 for more information:

Table 5: Programs and commercials that received 10 complaints or more (Q3 2021)			
Program/Commercial	Channel	Content Type	Cases
Golden Years	FTV	Drama/anime program	12
BWT water filtration systems	FTV News, CTi Variety, GTV Variety, EBC News, Global News, etc.	Commercial	11

Case analyses:

1. The program *Golden Years* received 12 complaints.

Complaints:

The NCC received complaints expressing that the program depicted a lack of social distancing, showed scenes of violence, and contained suggestions of supernatural phenomena and anti-science ideology; as such, it posed a negative impact on ethics and morality, positive values, and good social customs while also violating the distancing rules during the epidemic. Complaints regarding product placement that greatly influenced the program's editing and content were also received.

Actions by the NCC:

1. Concerning the complaints against the depiction of violence and superstitious beliefs and the suggestions of supernatural phenomena and anti-science ideas, the NCC reviewed the content of the program and deemed that the program presented a reasonably 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 for reference.
2. Concerning the complaints against the program's violation of the distancing rules imposed against the epidemic, the NCC is responsible for the supervision of program contents, not the production process of programs. Furthermore, the Ministry of Culture had already promulgated the *Epidemic Prevention Measures for Film and Television Productions* on July 8, 2021 as a reference for film and television production crews. The NCC has responded to the complainant(s) with an explanation accordingly.
3. Concerning the complaints against the explicit product placement connected to the program's plotline, the NCC has

reviewed the content and shall handle the case in accordance to administrative procedures as deemed necessary.

2. The commercial for BWT water filtration systems received 11 complaints.

Complaints: The NCC received complaints expressing that the commercial depicted scenes of gore, frightening images, and disturbing imagery, and was broadcast during unsuitable viewing hours, thereby harming the physical or psychological well-being of children and youths.

Actions by the NCC: The NCC has requested the Association of Terrestrial Television Networks and the Satellite Television Broadcasting Association to notify their television network members that networks agreeing to broadcast the commercial should launch their self-regulation mechanisms and schedule the commercial during a suitable viewing hour and not during programs aimed at children. The complaints have also been forwarded to the advertiser for reference.