



2021 First Quarter (January – March) 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 pertaining to 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 submit a complaint or 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 first quarter of 2021 (January – March). 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 first quarter of 2021 (January to March), 375 complaints¹ were made in total: 319 against television (85.07%) and 56 against radio (14.93%). Please see Figure 1.

¹ 51 cases unrelated to TV and radio were excluded.

Figure 1: Public complaints by media type (Q1 2021)

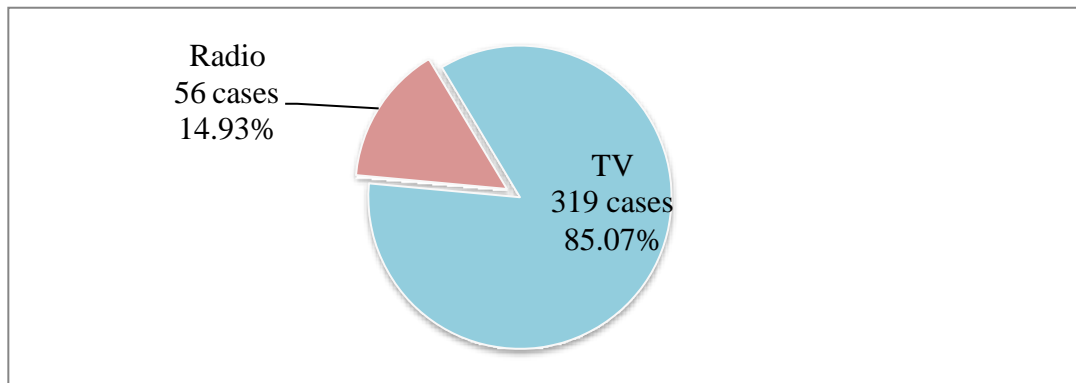


Table 1 shows that of the total 375 complaints, 93 cases (24.80%) and 80 cases (21.33%) were submitted by males and females respectively; another 202 cases (53.87%) were made by people either not specifying or unwilling to disclose their gender.

Table 1: Public complaints by gender (Q1 2021)				
	Male	Female	Unspecified	Total
TV	84	64	171	319
Radio	9	16	31	56
Total	93	80	202	375
Percentage	24.80%	21.33%	53.87%	100%

Figure 2 shows that 217 complaints (57.87%) were made through the NCC's Broadcasting Content Complaints website, while 158 cases (42.13%) were made through other means, such as telephone, email, and cases forwarded from other agencies.

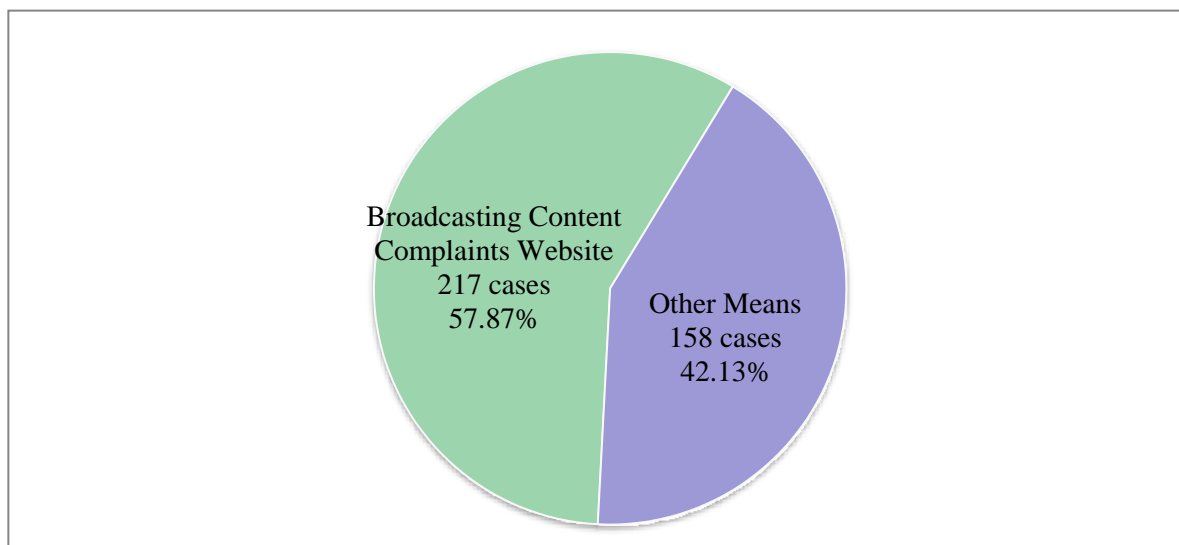


Figure 2: Public complaints filed by means of filing (Q1 2021)

Table 2 shows that 325 (86.67%) of the 375 complaints against TV and radio pertained to inappropriate content, while 50 (13.33%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was concerning "false or biased contents," with 55 complaints (14.67%). There were also 55 complaints (14.67%) regarding "contents or wording of certain channels (radio stations), programs, or commercials" 51 (13.60%) about "Lack of distinction between programs and

commercials,” 48 (12.80%) regarding “Commercial violations (time/length/content),” and 39 (10.40%) about “contents harmful to the physical or psychological well-being of children and youths.” The total number of these top five types of complaints amounted to 248, accounting for 66.14% 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 (Q1 2021)			
Category		Cases	Percentage
Contents	False or biased contents	55	14.67%
	Contents or wording of certain channels (radio stations), programs, or commercials	55	14.67%
	Lack of distinction between programs and commercials	51	13.60%
	Commercial violations (time/length/content)	48	12.80%
	Contents harmful to the physical or psychological well-being of children and youths	39	10.40%
	Disrupting public order or adversely affecting good social customs	34	9.07%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	11	2.93%
	Inappropriate program ratings	10	2.67%
	Disregard for professional ethics of journalism	7	1.87%
	Others ²	15	4.00%
	Subtotal	325	86.67%
Operations	Contents or wording of certain radio stations, programs, or commercials	18	4.80%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	10	2.67%
	Issues of radio and TV operations management	9	2.40%
	Issues regarding program planning/production/broadcasting	7	1.87%
	Technical issues regarding broadcasting signal reception or sound volume	4	1.07%
	Issues regarding intellectual property rights, distribution rights, or broadcast rights	2	0.53%
	Subtotal	50	13.33%
Total		375	100%

Of the 325 complaints about inappropriate radio and television content, 303 were against television content. A further analysis of the program types revealed that the majority were against “news reports” with 111 cases (36.63%), followed by 52 cases (17.16%) against “variety programs”, 49 (16.17%) against “commercials”, 27 (8.91%) against “dramas”, 16 (5.28%) against “programs of unspecified genres”, 12 (3.96%) against “general (non-political) talk shows”, 9 (2.97%) against both “political talk shows” and

² Others include regulations/information inquiries (6 cases), commercial overrunning (4 cases), misuse of crawling text (2 cases), suggestions on the NCC’s operations (2 cases), and overly frequent reruns (1 case).

“finance programs” and 18 cases (5.94%) against “other types of programs.”³ Please refer to Figure 3:

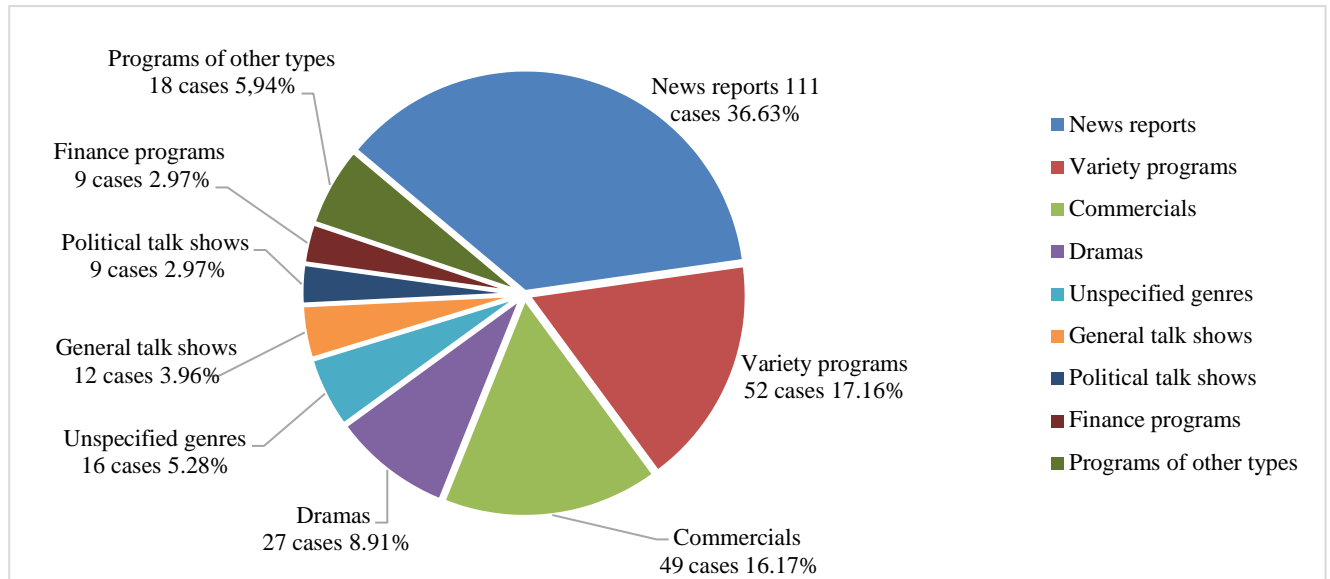


Figure 3: TV complaints by program types (Q1 2021)

Of the 22 complaints against radio, the majority were concerning “variety programs⁴” with 10 cases (45.45%). There were also 6 cases (27.27%) against “news and political talk shows,” 3 (13.64%) against both “music programs,” and “programs of other types.” Please refer to Figure 4:

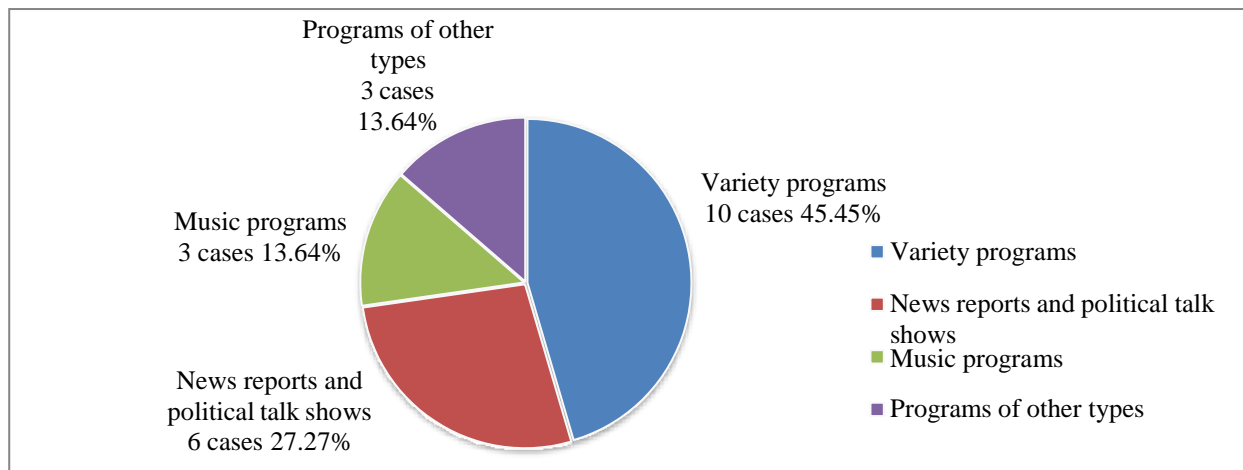


Figure 4: Radio complaints by program types (Q1 2021)

³ Programs of other types include folk and religious programs (7 cases), infomercials (6 cases), children’s programs (4 cases), and sports (1 case).

⁴ Programs that 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 in Q1 2021 (January to March) were in the categories of “news reports” and “variety programs.” Among the 111 news-related complaints, the most pertained to “false or biased contents” with 43 cases (38.74%), followed by 20 (18.02%) regarding “contents or wording of certain channels/programs/commercials” and 12 (10.81%) pertaining to “contents harmful to the physical or psychological well-being of children and youths.” The total number of these three most common types of complaints concerning inappropriate content amounted to 75, or 67.57%, of all TV news-related complaints. See Table 3 for more details:

Genre	Inappropriate content category	Cases	Percentage
News	False or biased contents	43	38.74%
	Contents or wording of certain channels/programs/commercials	20	18.02%
	Contents harmful to the physical or psychological well-being of children and youths	12	10.81%
	Lack of distinction between programs and commercials	11	9.91%
	Disrupting public order or adversely affecting good social customs	9	8.11%
	Comments on the overall broadcasting environment, policies, regulations, and the NCC’s administration	7	6.31%
	Others ⁵	9	8.11%
Total		111	100% ⁶

An analysis of the 52 complaints concerning inappropriate content in variety programs shows that complaints about the “lack of distinction between programs and commercials” were the most common with 22 cases (42.31%), followed by 9 (17.31%) concerning “disrupting public order or adversely affecting good social customs” and 7 (13.46%) about “commercial violations (time/length/content).” The total number of these top three types of inappropriate content complaints amounted to 38, accounting for 73.08% of all complaints against variety programs. See Table 4 for more details:

⁵ Others include disregard for professional ethics of journalism (5 cases), commercial violations (time/length/content) (1 case), regulations/information inquiries (1 case), inappropriate content ratings (1 case), and suggestions on the NCC’s operations (1 case).

⁶ Percentage rounded to the second decimal place; rounding errors may occur.

Table 4: Public complaints about variety programs by complaint category (Q1 2021)			
Genre	Inappropriate content category	Cases	Percentage
Variety program	Lack of distinction between programs and commercials	22	42.31%
	Disrupting public order or adversely affecting good social customs	9	17.31%
	Commercial violations (time/length/content)	7	13.46%
	Others ⁷	14	26.92%
Total		52	100%

No programs, news, or commercials received more than 10 complaints during the first quarter (January to March) of 2021.

⁷ Others include contents harmful to the physical or psychological well-being of children and youths (5 cases), contents or wording of certain channels/programs/commercials (4 cases), inappropriate program ratings (3 cases), and false or biased contents (2 cases).