



## 2021 NCC Report on Broadcasting Supervision

The National Communications Commission (NCC) is the independent authority that supervises broadcasting media. The establishment of a mechanism for the general public to file complaints is one means of ensuring a comprehensive supervision policy. In order to utilize public feedback with view to enhancing the quality of broadcasting content and protecting public interests, the NCC, in January 2009, established the Broadcasting Content Complaints Website. Consequently, quarterly and annual reports on broadcasting supervision are published as a means for the general public to gain a better understanding of the status of broadcasting supervision and participate in the supervision of radio and television media.

The NCC regulates television and radio businesses in accordance with the *Radio and Television Act*, the *Satellite Broadcasting Act*, and other related regulations. Although there is currently no specific agency that is in charge of internet content, in accordance with Article 46 of the *Protection of Children and Youths Welfare and Rights Act*, the NCC has coordinated with responsible competent authorities to commission civil associations to establish a platform for the public to complain about/report internet-related issues. Consequently, the iWIN ([www.win.org.tw](http://www.win.org.tw)) website was launched on Aug. 1, 2013. The public may file complaints about online content that is suspected of being harmful to children and youths through iWIN. Monthly reports are published on the website, enabling the public to track how complaints are being processed. Online content complaints are therefore not included in this report.

Meanwhile, in order to establish a policy framework for media self-regulation, the NCC overhauled the mechanism for broadcasting complaints and the

complaints processing procedure. From Dec. 11, 2017, certain cases are transferred to the businesses in question for internal processing. By doing so, the NCC expects to increase processing efficiency. It also hopes for the complaints website to become a platform that facilitates communication between the public and media enterprises.

This report compiles the statistical evidence of public complaints regarding radio and television media, including suggestions, responses, and complaints. It does not necessarily mean that the programs or broadcasting businesses mentioned in this report violated relevant regulations. The following is a statistical report covering three main areas in 2021: complaints concerning radio and television media and major complaints about television programs and cases related to radio and television audited by NCC.

## ◆ Complaints about Radio and Television Media

During the calendar year 2021, the NCC received a total of 2,254 complaints from the public. Compared to the 2,992 complaints received in 2020, there were 738 fewer complaints in 2021. Of the complaints received in 2020 and 2021, there were 270 and 354 complaints, respectively, that were unrelated to radio and television media. After excluding those cases, the number of complaints received in 2020 was 2,722, while that of 2021 was 1,900. In total, 1,689 complaints were made against television content in 2021, which was 971 fewer than the 2,660 complaints received in 2020. On the other hand, 211 complaints were made against radio content in 2021, which was 149 more than the 62 complaints received in 2020. The number of complaints against radio and television content over the past five years can be seen in Figure 1.

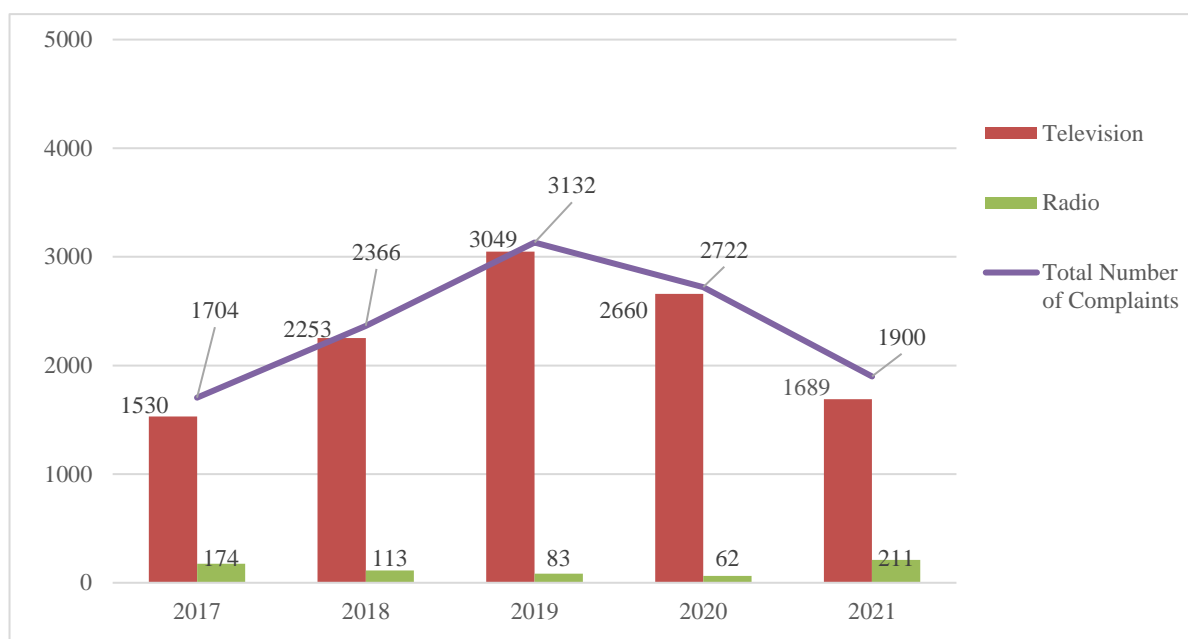


Figure 1: Complaints against radio and television over the past five years

It can be seen that among the complaints made from 2017 to 2021, the highest number was in 2019 with 3,132, while 2017 shows the fewest with 1,704. In 2019, due to the upcoming fifteenth presidential election and the tenth legislative election, there were more discussions in radio and television media, which resulted in 1,676 complaints against television news, and most of them (936) fell into the “false or biased content” category; complaints in 2021 were slightly fewer than those in 2020 with the number being the second fewest over the recent 5 years. In addition, complaints against television content in 2021 accounted for 88.89%<sup>1</sup> of the total number of complaints. Clearly, the general public’s comments about television programs remained the most common type of complaint.

In terms of the means of submitting complaints, Table 1 shows that 1,160 complaints were made by the public through the NCC’s Broadcasting Content Complaints Website. They accounted for 61.05% of all complaints. There were 740 additional complaints made through other means (including telephone, email, as

<sup>1</sup> The percentages in the statistics of this report rounds to two decimal places and thus the rounding error.

well as cases forwarded from other agencies), which accounted for 38.95% of all complaints. The percentage of complaints made through the Broadcasting Content Complaints Website in 2021 decreased by 17.45% compared to 2020.

Table 1. Means of Filing Complaints by Year				
Means \ Year	2021		2020	
	Cases	%	Cases	%
Broadcasting Content Complaints Website	1,160	61.05%	2,138	78.50%
Other means	740	38.95%	584	21.50%
<b>Total</b>	<b>1,900</b>	<b>100%</b>	<b>2,722</b>	<b>100%</b>

Figure 2 shows that of the total complaints received in 2021, 1,108 cases (58.32%) were submitted by males and 447 cases (23.53%) were submitted by females. Another 345 cases (18.15%) were submitted by people who did not disclose their gender.

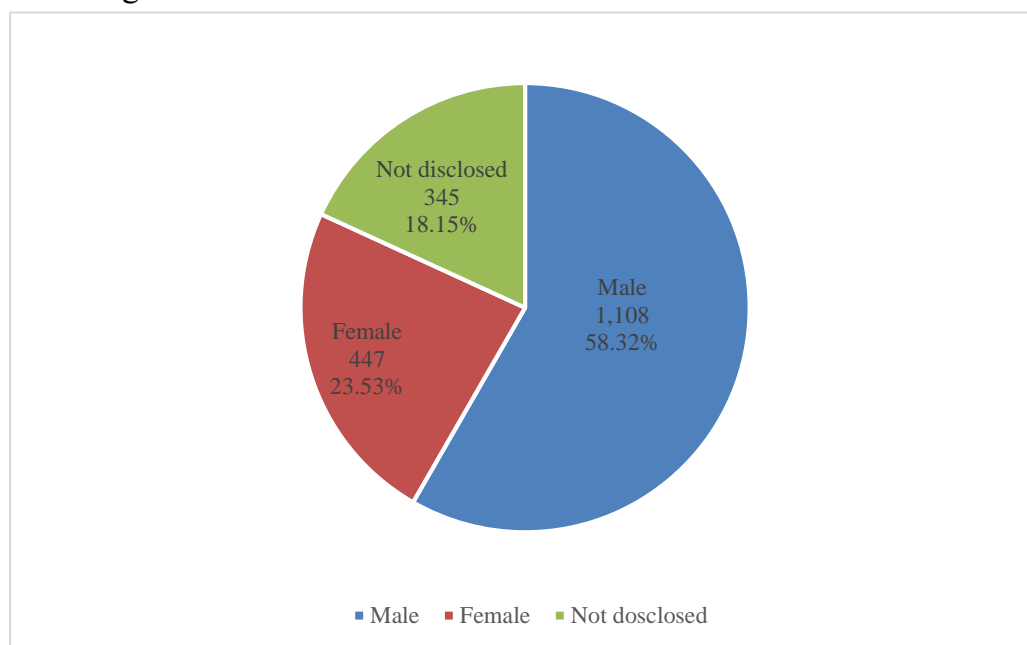


Figure 2: Public complaints by gender in 2021

Table 2 shows that of the total 1,689 cases of complaints filed against television content, 938 cases (55.54%) were submitted by males, 426 cases

(25.22%) were filed by females, and 325 cases (19.24%) were submitted by people who did not disclose their gender. Meanwhile, of the 211 cases of complaints filed against radio content, 170 cases (80.57%) were submitted by males, 21 cases (9.95%) were submitted by females, and 20 cases (9.48%) did not disclose their gender.

<b>Table 2. Complaints by Gender (2021)</b>				
Media Type Gender	Television		Radio	
Male	938	55.54%	170	80.57%
Female	426	25.22%	21	9.95%
Not disclosed	325	19.24%	20	9.48%
Total	1,689	100%	211	100%

With regards to complaints pertaining to inappropriate content<sup>2</sup>, “false or biased content” (399 cases), “comments on the overall broadcasting environment” (390 cases), “disrupting public order or adversely affecting good social customs” (269 cases), “lack of distinction between programs and commercials” (182 cases), and “commercial violations (including broadcasting time, length, time limit excess, and content)” (141) were the five most common types of complaints, accounting for 72.69% of all complaints. Among them, “false or biased content”, “disrupting public order or adversely affecting good social customs”, and “commercial violations (including broadcasting time, length, time limit excess, and content)” remained the same as 2020. In accordance with the revision of Broadcasting Content Complaints Website in 2021, we incorporated “comments on the content or wording of specific channels/programs/commercials” into “comments on the overall broadcasting environment” (390 cases). Please see Table 3 for more

<sup>2</sup> The revision of Broadcasting Content Complaints Website took place in July 2021; therefore, items of inappropriate content and content types were adjusted, and so were relevant statistics.

information on the five major categories of complaints:

<b>Table 3. The Five Major Categories of Public Complaints by Year</b>					
<b>2021</b>			<b>2020</b>		
Item	Cases	%	Item	Cases	%
False or biased content	399	21.00%	Disrupting public order or adversely affecting good social customs <sup>3</sup>	1,042	38.30%
Comments on the overall broadcasting environment	390	20.53%	False or biased content	439	16.10%
Disrupting public order or adversely affecting good social customs	269	14.16%	Comments on the content or wording of specific channels (stations) /programs/commercials	254	9.30%
Lack of distinction between programs and commercials	182	9.58%	Harmful content for children and youths	179	6.60%
Commercial violations (including broadcasting time, length, time limit excess, and content)	141	7.42%	Commercial violations (including broadcasting time, length, and content)	160	5.90%
<b>Total</b>	<b>1381</b>	<b>72.69%</b>	<b>Total</b>	<b>2074</b>	<b>76.20%</b>

Analysis of the complaints received based on the type of inappropriate content shows that a total of 1,813 cases (95.42%) of complaints were against inappropriate content and 87 cases (4.58%) were against inappropriate operations. See Table 4 for the number of cases and percentages of the types of complaints received.

<sup>3</sup> Including complaints against the inappropriate comment on people with depression by Jacky Wu, host of Hot Door Night, in 2020 Q1 (820 cases).

Table 4. Complaints by Type of Complaint (2021)			
	Item	Cases	%
<b>Content</b>	False or biased content	399	21.00%
	Comments on the overall broadcasting environment	390	20.53%
	Disrupting public order or adversely affecting good social customs	269	14.16%
	Lack of distinction between programs and commercials	182	9.58%
	Commercial violations (including broadcasting time, length, time limit excess, and content)	141	7.42%
	Harmful content for children and youths	121	6.37%
	Comments on the content or wording of specific channels (stations) /programs/commercials	103	5.42%
	Violation of sovereign regulations or regulations stipulated by other agencies	54	2.84%
	Inappropriate program rating	37	1.95%
	Suggestions for business operations of the NCC	25	1.32%
	Discrimination issues	22	1.16%
	Others <sup>4</sup>	70	3.68%
	Subtotal	1813	95.42%
<b>Operations</b>	Other operational issues	63	3.32%
	Technical issues regarding sound, image, and signal	22	1.16%
	Issues regarding personal data <sup>5</sup>	2	0.11%
	Subtotal	87	4.58%
<b>Total</b>		<b>1,900</b>	<b>100%</b>

With regards to public complaints pertaining to television program content, Figure 3 shows that out of the 1,633 complaints about television programs, the majority involved “news reports,” with 589 cases (36.07%), followed by 200 (12.25%) cases concerning “comments/consultation/suggestions”<sup>6</sup>, 187 cases

<sup>4</sup> Others include “the protection of stakeholders’ rights” (19 cases), “crawling text misuse” (18 cases), “regulations/information inquiries” (17 cases), and “illicit disclosure of personal data” (16 cases).

<sup>5</sup> Complaints about businesses disclosing personal data on their official websites are excluded from complaints of broadcasting content.

<sup>6</sup> In accordance with the revision of Broadcasting Content Complaints Website, “programs of unspecified genres” was renamed “comments/consultation/suggestions.”

(11.45%) involving “commercials”, 182 cases (11.15%) concerning “political talk shows”, 169 cases (10.35%) concerning “drama and animation”, 117 cases (7.16%) concerning “variety shows”, 62 cases (3.80%) concerning “infomercial programs”, 40 cases (2.45%) concerning “general talk shows”, 24 cases (1.47%) concerning “children’s programs”, 24 cases (1.47%) concerning “financial programs”, and 39 cases (2.39%) concerning “programs of other types<sup>7</sup>.”

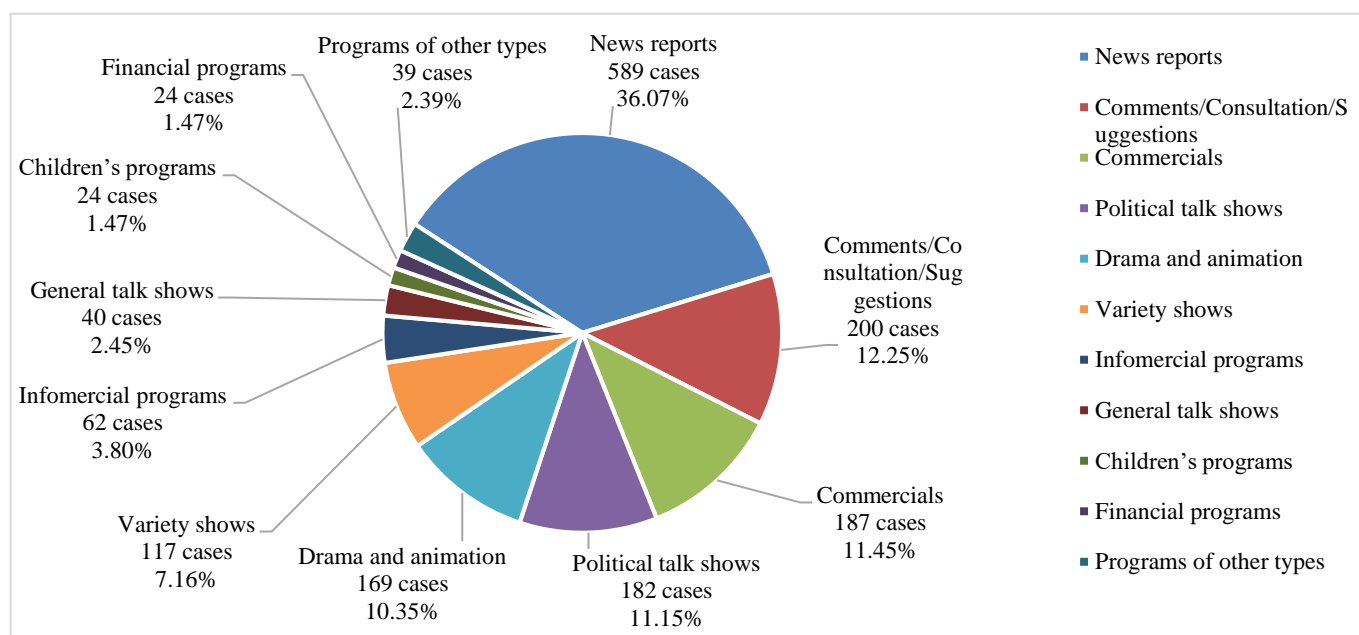


Figure 3: Complaints about television programs by type in 2021

Figure 4 shows that among the 180 complaints pertaining to radio programs in 2021, 125 (69.44%) were regarding “variety programs<sup>8</sup>”, followed by 20 (11.11%) about “news reports and political talk programs”, 11 (6.11%) about “music programs”, 10 (5.56%) about “programs of unspecified genres”, nine about (5.00%) “commercials,” and five (2.78%) about “programs of other types<sup>9</sup>.”

<sup>7</sup> “Programs of other types” include “religious programs” (19), “sports programs” (14), and “educational & cultural programs” (6).

<sup>8</sup> Variety programs refer to programs with diverse content.

<sup>9</sup> Programs of other types refer to programs excluding music programs, news reports, political talk programs, and variety programs.



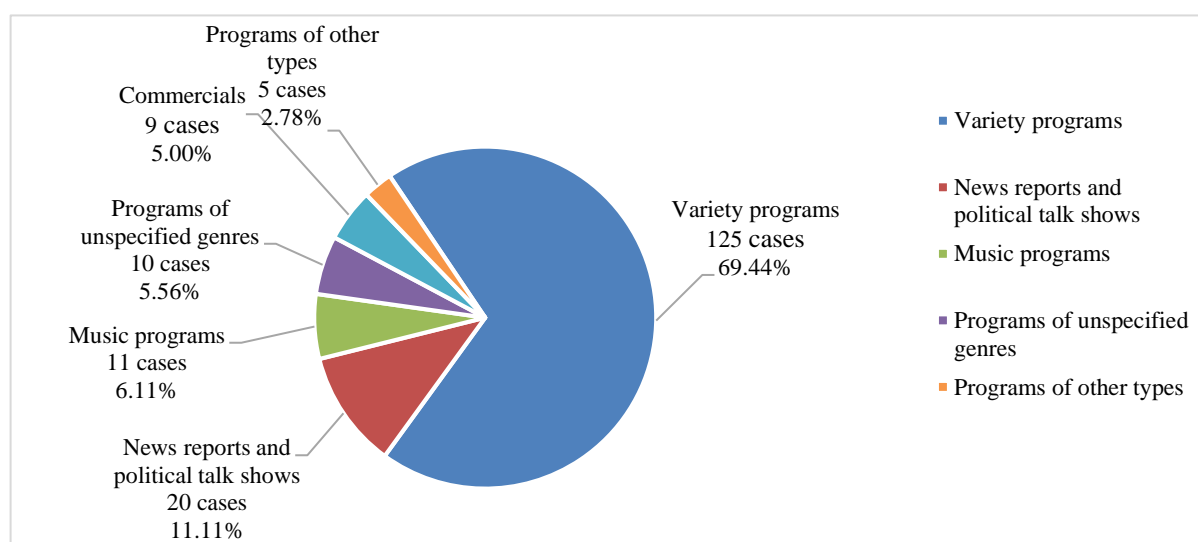


Figure 4: Complaints about radio programs by type in 2021

## ◆Complaints—Television

### 1. Complaints by content category

The majority of public complaints about television content during 2021 were against “news reports” or “comments/consultation/suggestions. Among the 589 complaints about inappropriate content in news reports, “false or biased content” was the most common with 217 complaints (36.84%), followed by 116 (19.69%) about “disrupting public order or adversely affecting good social customs”, 114 (19.35%) about “comments on the overall broadcasting environment”, 51 (8.66%) about “lack of distinction between programs and commercials”, and 22 (3.74%) about “harmful content for children and youths”. These five most common types of complaints accounted for 88.28% of all complaints pertaining to inappropriate content of news reports. For more information, see Table 5.

Table 5. Complaints about News Reports by Inappropriate Content Category (2021)			
Genre	Type of inappropriate content	Cases	%
New reports	False or biased content	219	37.18%
	Disrupting public order or adversely affecting good social customs	116	19.69%

<b>Table 5. Complaints about News Reports by Inappropriate Content Category (2021)</b>			
	Comments on the overall broadcasting environment	114	19.35%
	Lack of distinction between programs and commercials	53	9.00%
	Harmful content for children and youths	22	3.73%
	Protection of stakeholders' rights	15	2.55%
	Violation of sovereign regulations or regulations stipulated by other agencies	15	2.55%
	Illicit disclosure of personal data	15	2.55%
	Others <sup>10</sup>	20	3.40%
<b>Total</b>		<b>589</b>	<b>100%</b>

Among the public complaints concerning inappropriate content in comments/consultation/suggestions, “comments on the overall broadcasting environment” was the most common with 158 cases (79.00%), followed by 17 (8.50%) about “suggestions for business operations of the NCC,” and 13 (6.50%) about “regulations/information inquiries.” These top three most common types of complaints accounted for 188 cases (94.00%) of all complaints pertaining to inappropriate content in comments/consultation/suggestions. For more information, see Table 6.

<b>Table 6. Complaints about Comments/Consultation/Suggestions by Inappropriate Content Category (2021)</b>			
Genre	Type of inappropriate content	Cases	%
Comments/Consultation/Suggestions	Comments on the overall broadcasting environment	158	79.00%
	Suggestions for business operations of the NCC	17	8.50%

<sup>10</sup> Others include “discrimination issues” (6), “suggestions for business operations of the NCC” (5), “inappropriate program rating” (4), “crawling text misuse” (3), “commercial violations (including broadcasting time, length, and content)” (1), and “regulations/information inquiries” (1).

<b>Table 6. Complaints about Comments/Consultation/Suggestions by Inappropriate Content Category (2021)</b>			
	Regulations/information inquiries	13	6.50%
	Others <sup>11</sup>	12	6.00%
<b>Total</b>		<b>200</b>	<b>100%</b>

## 2. Television programs, news reports, and commercials receiving more than ten complaints

Eight programs, news reports, or commercials received more than ten complaints in 2021. Table 7 lists each of them in order of the number of complaints received.

<b>Table 7. Complaints about Television Programs, News Reports and, Commercials in 2021</b>			
<b>Program/News Report/Commercial</b>	<b>Channel</b>	<b>Category</b>	<b>Cases</b>
<i>New Taiwan Refueling</i>	SET News	Political talk show	25
<i>We Love Searchhome</i>	USTV News	Infomercial program	20
<i>Cheng Knows It All</i>	SET iNEWS、SET News	Political talk show	20
<i>Golden City</i>	FTV	Drama and animation	17
<i>Coco Hot News</i>	FTV Taiwan HD、FTV News Channel	Political talk show	15
<i>Proud of You</i>	SET Taiwan Channel	Drama and animation	12
<i>Golden Years</i>	FTV	Drama and animation	12
BWT water filters	FTV News Channel, GTV Variety Show, CTI Variety Show, EBC News, Global News, etc.	Commercial	11

<sup>11</sup> Others include “lack of distinction between programs and commercials” (3), “false or biased content” (2), “disrupting public order or adversely affecting good social customs” (2), “harmful content for children and youths” (2), “discrimination issues” (1), “crawling text misuse” (1), and “inappropriate program rating” (1).

**(1) The television program *New Taiwan Refueling* received a total of 25 complaints.**

**Complaints:**

The public complaints were regarding the following: (1) Multiple people complained about the use of the term “Wanhua virus” in the title of SET News’s program *New Taiwan Refueling*: “The naming of a virus is a professional matter, and therefore caused unnecessary panic among the public when the program calls the virus ‘Wanhua virus’ without any permission from professional institutions.” “Coining the name of the virus misled the public and discriminated against people in Wanhua.” “By using this title, do they intend to place all the responsibility for this virus on Wanhua ?” “In the program, Wanhua was stigmatized due to the term ‘Wanhua virus’, which could potentially lead to the discrimination against people in Wanhua and violated journalism ethics”. (2) The host and guests defamed the Yen family based on their own speculation in an exaggerated manner. Their view was biased, and the program neither discloses source of information or media coverage nor fulfills the responsibility of verifying the truthfulness of the information prior to broadcasting. Therefore, this program is not only misleading to the public, but also harms the public’s rights to truthful media content.

**Actions of the NCC:**

- a. Response to the first complaint: The NCC followed an SOP to request the television network in question to provide an explanation and send the program through its own self-regulatory committee meeting. The NCC then submitted the program to the Broadcast Television Program

Commercials Consultation Meeting for discussion. In the NCC's 989<sup>th</sup> Commission Meeting, it was determined that the NCC would send a letter to the television network in question to request an amendment.

b. Response to the second complaint:

(a) The NCC reviewed relevant recordings of the program. However, the complaint mentioned only the channel, program name, date, and the topic of the program without indicating specific inappropriate or false content, and therefore, the NCC forwarded a letter to those submitting the complaint to ask for a clear description and evidence to proceed in accordance with the law.

(b) The Satellite Broadcasting Act's Article 40 stipulates: *"When a commentary in a satellite broadcasting program involves individuals, institutions, or organizations to the extent that the rights and interests of the involved party are impaired, the request by the said party for a commensurate opportunity to respond shall not be rejected."* Article 44 of the same act stipulates: *"If an involved party considers a satellite broadcasting program or advertisement to be erroneous, the said party may request a correction within 20 days of its broadcast. The satellite broadcasting business shall make the correction in the same program or advertisement in the same time slot, within 20 days of receiving the request. If the satellite broadcasting business considers that there has been no error in the program or advertisement, it shall state its reasons in a written response to the said party."* Article 45 of the same act stipulates: *"Should the broadcast content of a direct satellite*

*broadcasting business and the branch office of a foreign satellite broadcasting business result in damages of another person's name, reputation, privacy, credit, personal character, and other benefits and rights, the victim may apply to the court for removing the content of that part or for making necessary rectification. Those with concerns of infringement may request for prevention.*" Therefore, if a stakeholder suspects that false information is being broadcast in a satellite broadcasting business's programs or commercials, through which the stakeholder's right is violated, the stakeholder may claim the right to request a correction or an opportunity to respond by the statutory deadline and seek protection through means of jurisdiction.

- (c) The Satellite Broadcasting Act's Article 22 stipulates, "*A satellite broadcasting business shall establish an independent self-regulatory mechanism that accepts audience's appeal related to the accuracy, balance and taste of the broadcast content.*" After the NCC sent a letter to request SET News to send the program to its self-regulatory committee meeting, SET News discussed the matter in the meeting on January 5, 2022, and published the meeting minutes online on January 28 for the public to understand its amendment measures.

**(2) The television program *We Love Searchhome* received a total of 20 complaints.**

**Complaints:**

The public complaints were regarding the claim that USTV News's *We Love Searchhome* promotes works and services by certain designers/businesses,

which resulted in a lack of distinction between programs and commercials and obvious product placements.

**Actions of the NCC:**

- a. The NCC handles television programs and commercials in accordance with the Radio and Television Act, Satellite Broadcasting Act, and other relevant regulations. These regulations stipulate a clear distinction between programs and commercials. The NCC reviews any explicit promotion of products or services and the lack of distinction between programs and commercials on a case-by-case basis and proceeds with administrative procedures on any confirmed regulatory violations.
- b. Regarding the suspected lack of distinction between programs and commercials in USTV News' program *We Love Searchhome*, the NCC has reviewed its content and determined that the program presented an acceptable plotline that falls within legal standards. In addition to forwarding the complaint to USTV News on June 28, 29, and 30, 2021 for their reference, the NCC also requested USTV News to produce programs according to the Regulations for the Distinction between Television Programs and Advertisements, Product Placement Marketing, and Sponsorships and reinforce its internal control and the self-regulation mechanism on content editing to avoid penalty from violation of the law.

**(3) The television program *Cheng Knows It All* received a total of 20 complaints.**

**Complaints:**

The host and guests defamed the Yen family based on their own speculation in an exaggerated manner. Their view was biased, and the program neither

discloses the source of information or media coverage nor fulfills the responsibility of verifying the truthfulness of the information prior to broadcasting. Therefore, this program is not only misleading to the public, but also harms the public's rights to truthful media content.

**Actions of the NCC:**

- a. The NCC reviewed relevant recordings of the program. However, the complaint mentioned only the channel, program name, and date, and the topic of the program without indicating specific inappropriate or false content, and therefore, the NCC forwarded a letter to those submitting the complaint to ask for a clear description and evidence to proceed in accordance with the law.
- b. The Satellite Broadcasting Act's Article 40 stipulates: *"When a commentary in a satellite broadcasting program involves individuals, institutions, or organizations to the extent that the rights and interests of the involved party are impaired, the request by the said party for a commensurate opportunity to respond shall not be rejected."* Article 44 of the same act stipulates: *"If an involved party considers a satellite broadcasting program or advertisement to be erroneous, the said party may request a correction within 20 days of its broadcast. The satellite broadcasting business shall make the correction in the same program or advertisement in the same time slot, within 20 days of receiving the request. If the satellite broadcasting business considers that there has been no error in the program or advertisement, it shall state its reasons in a written response to the said party."* Article 45 of the same act stipulates: *"Should the broadcast content of a direct satellite*



*broadcasting business and the branch office of a foreign satellite broadcasting business result in damages of another person's name, reputation, privacy, credit, personal character, and other benefits and rights, the victim may apply to the court for removing the content of that part or for making necessary rectification. Those with concerns of infringement may request for prevention.*" Therefore, if a stakeholder suspects that false information is being broadcast in a satellite broadcasting business's programs or commercials, through which the stakeholder's right is violated, the stakeholder may claim the right to request a correction or an opportunity to respond by the statutory deadline and seek protection through means of jurisdiction.

- c. The Satellite Broadcasting Act's Article 22 stipulates, "*A satellite broadcasting business shall establish an independent self-regulatory mechanism that accepts audience's appeal related to the accuracy, balance and taste of the broadcast content.*" The NCC sent a letter to ask SET News to send the program to its self-regulatory committee meeting and proceed with the SOP while continuing to monitor new networks' behavior. After discussing the case in the self-regulatory committee meeting on January 5, 2022, SET iNEWS submitted the meeting minutes to the NCC on January 28 and published them online for the public to understand its amendment measures.

**(4) The television program *Golden City* received a total of 17 complaints.**

**Complaints:**

The public complaints claimed that the plotline involves bullying the

disadvantaged, hatred and confrontation, ghosts and spirits, and murder and tampering with evidence, all of which violate social ethics and the law. The complaints stated that such a plotline severely impacts social perceptions and order and is thus unsuitable for broadcasting during prime time viewing hours as it poses a negative impact on society and public order and affects good social customs.

**Actions of the NCC:**

The NCC maintains and respects the principles of media independence and the media's freedom of expression and proceeds in accordance with the law if there is any clear violation in the program's content. Regarding the program's reported content, the NCC has 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 business in question for its reference and requested it to adhere to the Television Programs Classification Handling Regulations and other relevant regulations in the production of its programs in order to prevent future penalty.

**(5) The television program *Coco Hot News* received a total of 15 complaints.**

**Complaints:**

The public complaints claimed that the program excessively focuses on one single person, James Yen, which violates the fairness doctrine, and the host and guests fabricate and exaggerate the content and defame Mr. Yen from

their biased viewpoint. The complaints stated that the program neither discloses source of information or media coverage nor fulfills the responsibility of verifying the truthfulness of the information prior to broadcasting, and therefore, this program is not only misleading to the public, but also harms the public's rights to truthful media content; additionally, it intends to manipulate the stock market, which is harmful to public interest.

**Actions of the NCC:**

- a. The NCC reviewed relevant recordings of the program. However, the complaint mentioned only the channel, program name, date, and the topic of the program without indicating specific inappropriate or false content, and therefore, the NCC forwarded a letter to those submitting the complaint to ask for a clear description and evidence to proceed in accordance with the law.
- b. As a respond to the complaint filers, stakeholders may claim the right to request a correction or an opportunity to respond by the statutory deadline and seek protection through means of jurisdiction according to regulations regarding broadcasting should they suspect that there's false information in a satellite broadcasting business's programs or commercials, or through which their right is violated.
- c. The NCC sent a letter to ask the business in question to send the program to its self-regulatory committee meeting and proceed with the SOP while continuing to monitor new networks' behavior. After discussing the case in the self-regulatory committee meetings on December 30, 2021, and January 20, 2022, FTV submitted the meeting minutes to the NCC on January 11 and 24, 2022, and published them online for the public to

understand its amendment measures.

**(6) The television program *Proud of You* received a total of 12 complaints.**

**Complaints:**

The public complaints claimed that the plotline of the G-rated soap opera contains improper use of medical appliances/needles to kill, using knives to kill, multiple instances of murder, violence, and bloody scenes, as well as an absurd face-changing scene, all of which is harmful content for children and youths, and pose a negative impact on society and public order and affects good social customs.

**Actions of the NCC:**

- a. The NCC maintains and respects the principles of media independence and the media's freedom of expression and proceeds in accordance with the law if there is any clear violation in the program's content. Regarding the program's reported content, the NCC has 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 business in question on May 21, 2021, for its reference and asked it to present an explanation and submit the program to its self-regulatory committee for discussion.
- b. After discussing the case in the self-regulatory committee meeting on June 11, 2021, SET Taiwan Channel submitted the meeting minutes to the NCC on June 15 and published them online for the public to understand its amendment measures.

**(7) The television program *Golden Years* received a total of 12 complaints.**

**Complaints:**

The public complaints claimed that the content involves people gathering (during the pandemic), violence, promotion of superstition and spiritism or scenes that aren't scientifically valid, which are not only against social moral and ethics, positive values, and good customs, but also violate the prohibition of gathering during the pandemic; additionally, the plotline involving product placement has a negative impact on the content.

**Actions of the NCC:**

- a. The NCC has reviewed the censorship of the content involving people gathering (during the pandemic), violence, promotion of superstition and spiritism or scenes that aren't scientifically valid 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 business in question for their reference.
- b. Regarding the violation against the prohibition of gathering during the pandemic, the NCC only supervises the content rather than the shooting process. Additionally, the Ministry of Culture has published "Epidemic Prevention Management Measures for Filming Personnel" as a reference for the filming crew, and therefore, the NCC has responded to those submitting the complaints by letter.
- c. As for the complaint about product placement, the NCC has reviewed the recording and sent a letter to the business in question to request them to

make amendments and send the program to their self-regulatory committee for discussion. FTV held the meetings on December 9, 2021, and January 10, 2022, and has published the meeting minutes and conclusions.

**(8) The commercial about BWT water filters received a total of 11 complaints.**

**Complaints:**

The public complaints claimed that the commercial displays uncomfortable bloody scenes and is aired at an inappropriate viewing time, which could be harmful to children and youths' psychological wellbeing.

**Actions of the NCC:**

The NCC asked The Association of Terrestrial Television Network and the Satellite Television Broadcasting Association to inform their members to activate the self-regulatory mechanism when airing commissioned commercials and arrange an appropriate time for broadcasting so as to avoid the timeframe targeted at children. The NCC shall forward the complaints to advertisers for their reference.

**3. Qualitative Analysis of Cases Involving Sexism:**

**(1) The television program *The Gang of Kuo Kuan – Bro Was Right* that aired on SET Metro on June 17, 2020**

- a. **Program content:** The theme of the program was “Bro! They wear these only for their lovers”, and the hosts assign four themes (dating, party, beach, and sleepwear) for eight female guests to decide on their

outfits, after which other guests and the hosts vote for the outfit most relevant to the theme.

- b. **Gender equality issues and review:** The content and censorship involved overly exposed bodies or indicate sexual connotations, and the outfits and scenarios have clearly objectified women, involving emphasis on female bodies and sexually explicit speech. In addition to embarrassing and uncomfortable topics on sex, the program also delivered misleading values and inappropriate perceptions on gender and presented sex-related topics and content in a lighthearted way for entertaining effect, which showed that the program had little awareness of how the content involved sex-related issues.
- c. **Actions of the NCC:** During the NCC's 953<sup>rd</sup> Commission Meeting, it was determined that the program violated Article 28, Paragraph 3 of the *Satellite Broadcasting Act*, and a fine of NT\$400,000 was issued on April 7, 2021 via official fine notification letter Tong-Chuan-Nei-Rong-Zi No. 10900420990 in accordance with Article 52, Paragraph 1, Subparagraph 3 of the same act.

**(2) The television program *3 Kingdoms* that aired on FTV on February 6, 2021**

- a. **Program content:** The program was about the “supporting the frontline” challenge. To pass each level, participants had to complete various missions within 3 minutes, including taking off underwear, holding another person's ear in one's mouth, forced kiss, and measuring the size of female's breasts.
- b. **Gender equality issues and review:** The content and the

participants' speeches and motions had harmful connotations that either indicated embarrassing sexual connotations or resulted in physical contact. These motions were zoomed-in on, and the speech were emphasized with captioned effects. While presenting offensive motions in a cheerful and playful manner, the program also objectified women, which showed its lack of the gender-equality awareness.

- c. **Actions of the NCC:** During the NCC's 971<sup>st</sup> Commission Meeting, it was determined that the program violated the program rating regulation stipulated in Article 26-1, Paragraph 1 of the Radio and Television Act, and a fine of NT\$800,000 was issued on August 11, 2021, via official fine notification letter Tong-Chuan-Nei-Rong-Zi No. 11000184150 in accordance with Article 44, Paragraph 1, Subparagraph 1 of the same act.