



## 2022 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 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. The report is presented in three sections—*Broadcasting Complaints Overview*, *Major Television*

*Complaints, and Punitive Measures undertaken by the NCC in the first quarter of 2022 (January – March).*

## ◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio<sup>1</sup> compiled by the NCC during the first quarter of 2022 (January to March), 387 complaints<sup>2</sup> were made in total: 356 against television (91.99%) and 31 against radio (8.01%). Please see Figure 1.

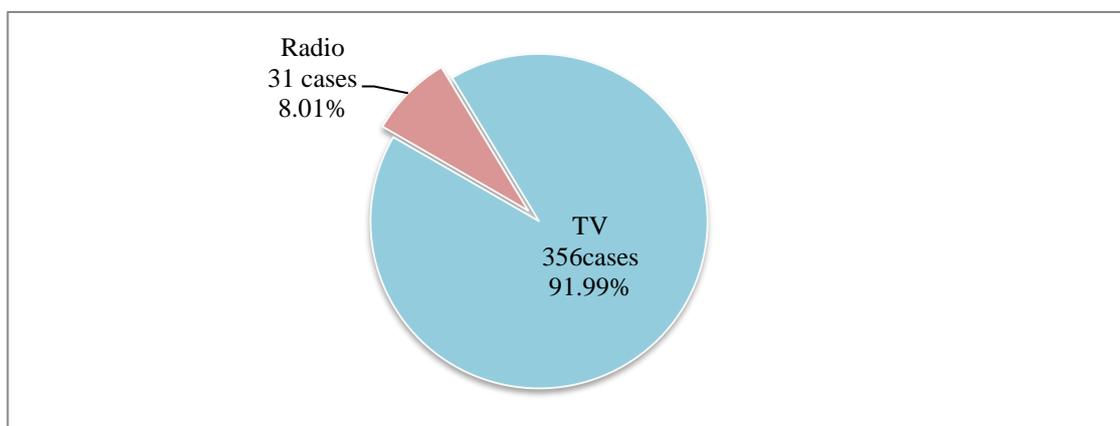


Figure 1: Public complaints by media type (Q1 2022)

Table 1 shows that of the total 387 complaints, 240 cases (62.02%) and 73 cases (18.86%) were submitted by males and females respectively; another 74 cases (19.12%) were made by people either not specifying or unwilling to disclose their gender.

	Male	Female	Unspecified	Total
<b>TV</b>	217	69	70	356
<b>Radio</b>	23	4	4	31
<b>Total</b>	240	73	74	387
<b>Percentage</b>	62.02%	18.86%	19.12%	100.00%

<sup>1</sup> All percentages are rounded to the second decimal place in this report and thus may not add up to exactly 100%.

<sup>2</sup> 62 cases unrelated to TV and radio were excluded.

Figure 2 shows that 265 complaints (68.48%) were made through the NCC’s Broadcasting Content Complaints website, while 122 cases (31.52%) were made through other means, such as telephone complaints and cases forwarded from other

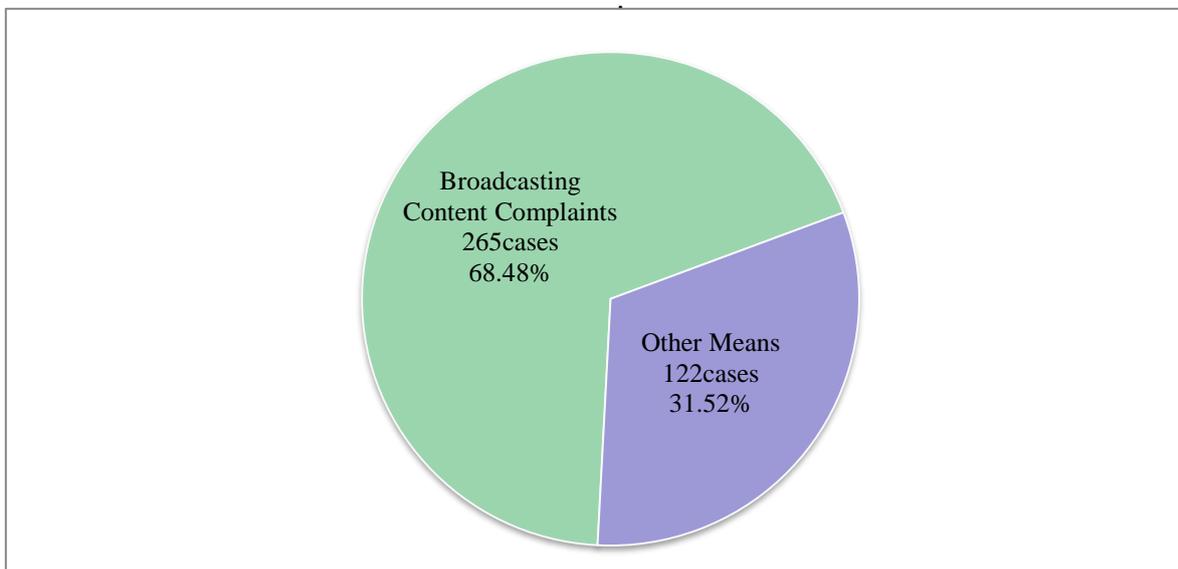


Figure 2: Means of filing Public Complaints(Q1 2022)

Table 2 shows that 347 (89.33%) of the 387 complaints against TV and radio pertained to inappropriate content, while 40 (10.34%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “disrupting public order or adversely affecting good social customs” with 75 complaints<sup>3</sup> (19.38%), followed by “opinions on the overall broadcasting environment” with 69 complaints<sup>4</sup> (17.83%), “violation of laws and regulations promulgated by other government authorities” with 40 complaints<sup>5</sup> (10.34%), “violations of the principle of fact verification and the dissemination of false information” with 33 complaints (8.53%), and “commercial violations (timing/length/overtime/frequency/content) with 29 complaints (7.49%). The total number of these top five types of complaints amounted to 246, accounting for 63.57% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories:

<sup>3</sup> Among which, 38 complaints against inappropriate wording of news reports were filed under the “disrupting public order or adversely affecting good social customs” category.

<sup>4</sup> Among which, 20 complaints were repeatedly filed for the same reason(s) to provide “opinion on the overall broadcasting environment.”

<sup>5</sup> Violations of laws and regulations promulgated by government authorities in health, finance, other jurisdictions.

**Table 2: Public complaints by category of inappropriate contents and operations (Q1 2022)**

Category		Cases	Percentage
<b>Contents</b>	Disrupting public order or adversely affecting good social customs	75	19.38%
	Opinions on the overall broadcasting environment	69	17.83%
	Violation of laws and regulations promulgated by other government authorities	40	10.34%
	Violations of the principle of fact verification and the dissemination of false information <sup>6</sup>	33	8.53%
	Commercial violations (timing/length/overtime/frequency/contents)	29	7.49%
	Lack of distinction between programs and commercials	23	5.94%
	Contents harmful to the physical or psychological well-being of children and youths	21	5.43%
	Violations of the principle of objectivity	12	3.1%
	Suggestions on the operations of NCC	8	2.07%
	Inappropriate program ratings	8	2.07%
	Safeguarding the rights of stakeholders	7	1.81%
	Unlawful disclosure of personal information	6	1.55%
	Regulations/information inquiries	5	1.29%
	Discriminatory issues	4	1.03%
	Others <sup>7</sup>	7	1.81%
<b>Subtotal</b>	<b>347</b>	<b>89.66%</b>	
<b>Operations</b>	Technical issues related to sounds, images, and signals	23	5.94%
	Other issues related to NCC operations	14	3.62%
	Customer service issues	3	0.78%
	<b>Subtotal</b>	<b>40</b>	<b>10.34%</b>
<b>Total</b>		<b>387</b>	<b>100.00%</b>

<sup>6</sup> This includes violations of the principle of fact verification in television contents and the dissemination of false information in radio contents.

<sup>7</sup> Others include “contents or wording of certain channels/stations, programs, or commercials” (3 cases), “illegal use of interstitials” (2 cases), and “contents or duration of commercials during children’s programs or on children’s channels that are inconsistent with ‘P’ or ‘PG’ content ratings” and “program planning/production/scheduling (including reruns) issues” (1 case each).

Of the 347 complaints about inappropriate radio and television content, there were 319 complaints against television. Further analysis of the program types revealed that the majority were against “news reports” with 95 cases (29.78%), followed by “comments, inquiries, and suggestions” with 78 cases (24.45%), complaints against “commercials” with 54 cases (16.93%), “dramas and cartoons” with 28 cases (8.78%), “political talk shows” with 25 cases (7.84%), “infomercials” with 18 cases (5.64%), “variety entertainment programs” and “children’s programs” with 5 cases each (1.57%), and “other programs<sup>8</sup>” with 11 cases (3.45%). Please refer to Figure 3:

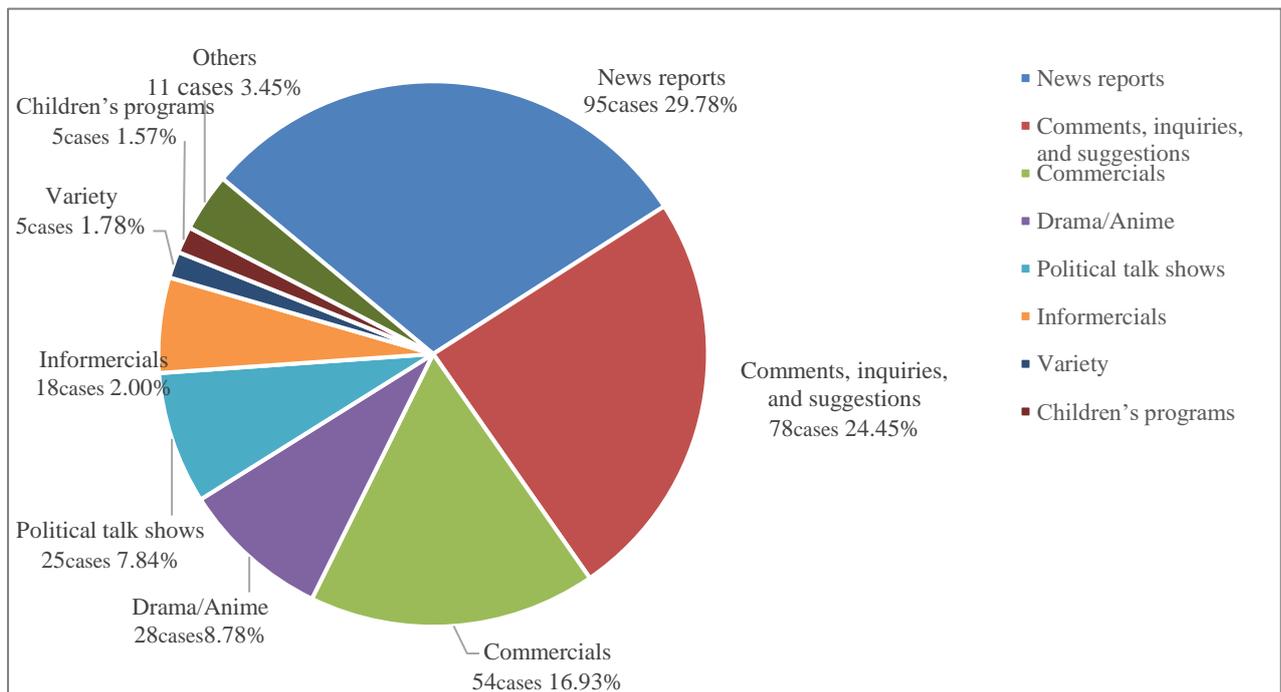


Figure 3: TV complaints by program types (Q1 2022)

Of the 28 complaints against radio, the majority were about “programs of unspecified genres” with 11 cases (39.29%). There were also 9 cases (32.14%) on “variety programs”, 5 cases (17.86%) on “news and political talk shows”, 2 cases (7.14%) on “commercials”, and 1 case (3.57%) on “music programs.” Please refer to Figure 4:

<sup>8</sup> Other programs include folk and religious programs (4 cases), general talk shows (3 cases), programs on finance and the stock market (3 cases), and educational and cultural programs (1 case).

<sup>9</sup> Variety programs feature diverse contents and do not fit into any particular genre.

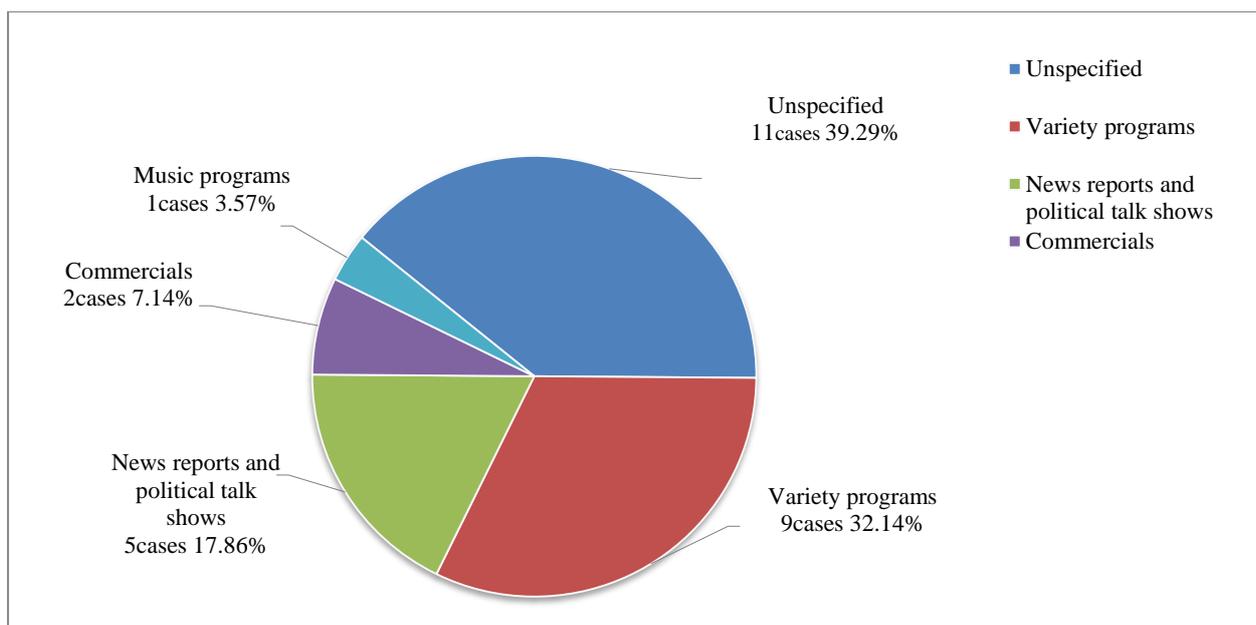


Figure 4: Radio complaints by program types (Q1 2022)

## ◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q1 2022 (January to March) were in the categories of “news reports” and “comments, advise, and suggestions.” Among the 95 news-related complaints, the majority pertained to “disrupting public order or adversely affecting good social customs” with 44 cases (46.32%), followed by 21 (22.11%) regarding “violations of the principle of fact verification,” and 10 (10.53%) on “violations of the principle of objectivity.” The total number of these three most common types of complaints concerning inappropriate content amounted to 75, or 78.96%, of all TV news-related complaints. See Table 3 for more details:

Table 3: Public complaints about news reports by complaint category (Q1 2022)			
Genre	Inappropriate content category	Cases	Percentage
News	Disrupting public order or adversely affecting good social customs	44	46.32%
	Violations of the principle of fact verification	21	22.11%
	Violations of the principle of objectivity	10	10.53%

	Safeguarding the rights of stakeholders	6	6.32%
	Unlawful disclosure of personal data	5	5.26%
	Lack of distinction between programs and commercials	4	4.21%
	Others <sup>10</sup>	5	5.26%
Total		95	100%

An analysis of the 78 complaints about inappropriate content in programs with unspecified genres shows that “comments on the overall broadcasting environment” were the most common with 61 cases<sup>11</sup> (78.21%), followed by 7 (8.97%) “suggestions on the NCC’s operations,” and 5 cases (6.41%) each of “violation of laws and regulations promulgated by other government authorities” and “regulations/information inquiries.” See Table 4 for more details:

Table 4: Public complaints about programs with unspecified genres by complaint category (Q1 2022)			
Genre	Inappropriate content category	Cases	Percentage
Programs with unspecified genres	Comments on the overall broadcasting environment	61	78.21%
	Suggestions on the NCC’s operations	7	8.97%
	Violation of laws and regulations promulgated by other government authorities	5	6.41%
	Regulations/information inquiries	5	6.41%
Total		78	100%

During the first quarter (January to March) of 2022, the following programs received over 10 complaints: *Golden Years*, *New Taiwan Refueling*, and *Fresh Morning News*. Please see Table 5 for more information:

<sup>10</sup> Violation of laws and regulations promulgated by other government authorities (3 cases) and illegal use of interstitials (2 cases).

<sup>11</sup> See note 4.

**Table 5: Programs and commercials that received 10 complaints or more (Q1 2022)**

Program/Commercial	Channel	Content Type	Cases
<i>New Taiwan Refueling</i>	SET News	Political talk show	14
<i>Golden Years</i>	FTV	Drama	13
<i>Fresh Morning News</i>	SET News	News	10

Case analyses:

1. The program *New Taiwan Refueling* received 14 complaints.

Complaints: Guests on SET News’ program *New Taiwan Refueling* alleged, without conducting the necessary fact checking, that the relocation of an MRT station in Taichung was related to the Yen Family. According to complainants, accusations that the Yen Family has been profiting off of the relocation of said MRT station are false. Complainants also pointed out that the accusations against the Yilan County Magistrate’s involvement in a money laundering case, which was under investigation by the prosecutor’s office, were inconsistent with the truth.

NCC’s actions:

- (1) In response to the complaints that accusations of the Yen Family’s involvement in the relocation of said Taichung MRT station are false, the NCC has reviewed the recordings of the program and determined that certain facts remain to be clarified. The NCC has requested a statement from the channel operator and will process this case in accordance with its standard operating procedures.
  - (2) As for the host’s mentioning that “the prosecutor’s office is currently investigating the Yilan Country Magistrate for her involvement in a money laundering case” did not expressly constitute a regulatory violation; thus, the NCC has closed this case in accordance with its administrative procedures.
2. The program *Golden Years* received 13 complaints.  
Complaints: FTV’s program *Golden Years* depicts actions of “abuse, kidnapping, and sexually suggestive behavior,” clearly showing “negative energy

and carelessness of writers” to the extent that violate common social norms, positive values, and good moral standards. Furthermore, the plot of the show involves “product placements,” which raises doubts over whether the NCC holds different standards for media owners with different political leanings.

NCC’s actions:

- (1) In terms of the “dissemination of negative energy,” these complaints were vague and did not pinpoint the specific contents of the program that violate any regulation. The NCC has asked the complainants to provide the relevant broadcast data for further processing. As for the “carelessness of writers,” the NCC has forwarded the opinions to the channel operator for response.
- (2) In terms of scenes involving abuse and kidnapping, the NCC has reviewed the recordings in question and determined that such depictions were reasonable use of plot devices and thus did not expressly constitute a regulatory violation. A reply has been sent to the complainants.
- (3) In terms of sexually suggestive contents, the NCC determined that such depictions in the show could potentially bring adverse effect to society. The opinions have been forwarded to the channel operator for reference.
- (4) In terms of the alleged “product placements,” the NCC shall handle the complaints in accordance with its standard operating procedures.

3. The program *Fresh Morning News* received 10 complaints.

Complaints: SET News’ program *Fresh Morning News* did not perform adequate fact checking when reporting Mr. Lin Chia-lung’s claims of the Yen Family’s involvement in real estate speculation and failed to provide balance coverage when reporting a building owned by Mr. Yen Kuan-heng had been built on state-owned land. Complainants also alleged that the program only included negative reports about county magistrates that were affiliated with KMT and positive reports about DPP’s political view, marking a stark contrast between the two parties. Others complained that reports of Luodong Township’s secondary reserve fund violated the fact-checking principle, that certain reports contained placement marketing for a specific convenience store chain, and that reports of ex-legislator Mr. Huang Kuo-chang’s allegations of Yilan County Government’s involvement in amending laws for specific corporations violated the principles of balanced coverage and

fact checking.

NCC's actions:

- (1) In terms of the reports that allegedly violated the fact checking principle, the NCC has reviewed each of the reports in question and determined that certain facts remain to be clarified. The NCC will process these cases in accordance with its standard operating procedures once it receives a statement from the channel operator.
- (2) In terms of the alleged “placement marketing for a specific convenience store chain”, the NCC has reviewed the case and determined that it did not expressly constitute a regulatory violation. A reply has been sent to the complainants.