



## 2022 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 directly 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 second quarter of 2022 (April – June).*

## ◆ Broadcasting Complaints Overview

According to the data on audience complaints about television and radio <sup>1</sup> compiled by the NCC during the second quarter of 2022 (April to June), 336 complaints<sup>2</sup> were made in total: 308 against television (91.67%) and 28 against radio (8.33%). Please see Figure 1.

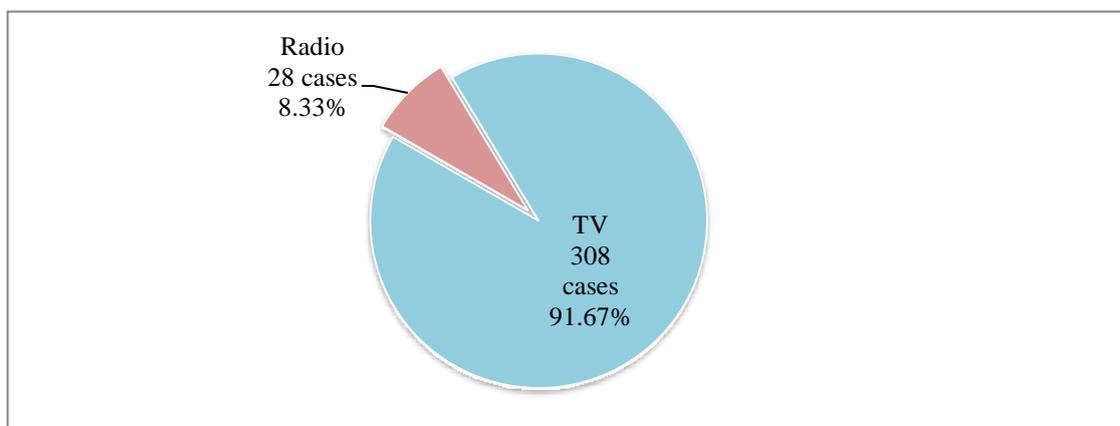


Figure 1: Public complaints by media type (Q2 2022)

Table 1 shows that of the total 336 complaints, 176 cases (52.38%) and 68 cases (20.24%) were submitted by males and females respectively; another 92 cases (27.38%) were made by people either not specifying or unwilling to disclose their gender.

	Male	Female	Unspecified	Total
<b>TV</b>	159	63	86	308
<b>Radio</b>	17	5	6	28
<b>Total</b>	176	68	92	336
<b>Percentage</b>	52.38%	20.24%	27.38%	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> 97 cases unrelated to TV and radio were excluded.

Figure 2 shows that 190 complaints (56.55%) were made through the NCC’s Broadcasting Content Complaints website, while 146 cases (43.45%) were made through other means, such as telephone complaints and cases forwarded from other agencies.

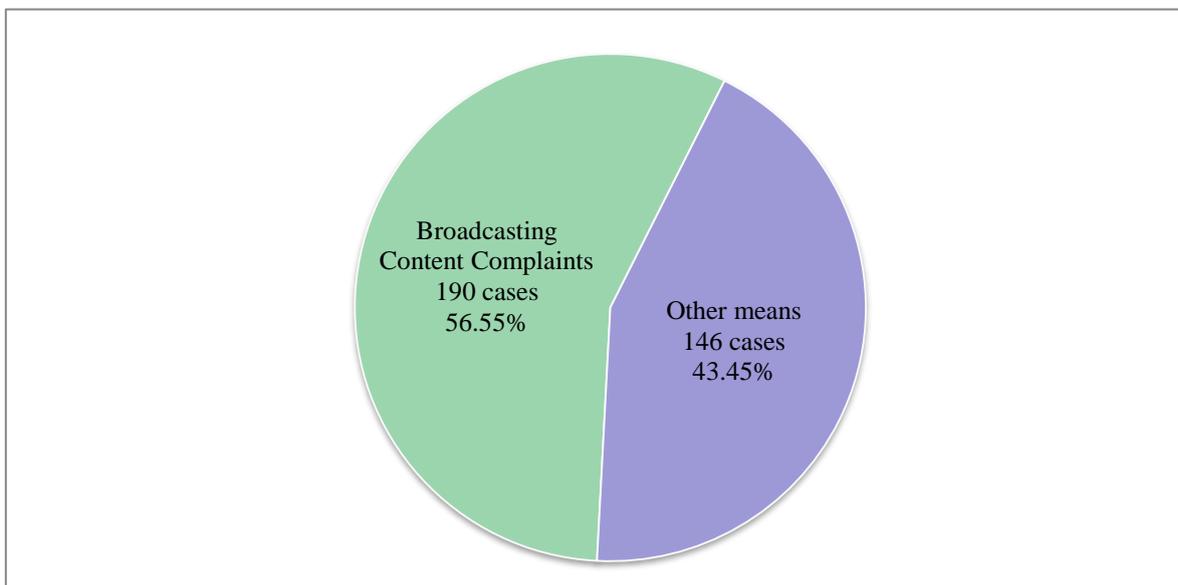


Figure 2: Means of filing Public Complaints (Q2 2022)

Table 2 shows that 314 (93.45%) of the 336 complaints against TV and radio pertained to inappropriate content, while 22 (6.55%) were specific to business operations. Of the complaints pertaining to inappropriate content, the most frequent type of complaint was about “opinions on the overall broadcasting environment” with 69 complaints<sup>3</sup> (20.54%), followed by “violation of laws and regulations promulgated by other government authorities” with 51 complaints<sup>4</sup> (15.18%), “disrupting public order or adversely affecting good social customs” with 49 complaints (14.58%), “violations of the principle of fact verification and the dissemination of false information” with 38 complaints (11.31%), and “commercial violations” with 20 complaints (5.95%). The total number of these top five types of complaints amounted to 227, accounting for 67.56% of all complaints. Please see Table 2 for the numbers and percentages of other complaint categories:

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<sup>3</sup> Among which, 7 complaints were repeatedly filed for the same reason(s) to provide “opinion on the overall broadcasting environment.”

<sup>4</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 (Q2 2022)**

Category		Cases	Percentage
<b>Contents</b>	Opinions on the overall broadcasting environment	69	20.54%
	Violation of laws and regulations promulgated by other government authorities	51	15.18%
	Disrupting public order or adversely affecting good social customs	49	14.58%
	Violations of the principle of fact verification and the dissemination of false information <sup>5</sup>	38	11.31%
	Commercial violations <sup>6</sup> (timing/length/overtime/frequency/contents)	20	5.95%
	Contents harmful to the physical or psychological well-being of children and youths	17	5.06%
	Lack of distinction between programs and commercials	15	4.46%
	Suggestions on the operations of NCC	12	3.57%
	Regulations/information inquiries	9	2.68%
	Inappropriate program ratings	7	2.08%
	Safeguarding the rights of stakeholders	7	2.08%
	Discriminatory issues	7	2.08%
	Contents or wording of certain channels/stations, programs, or commercials	7	2.08%
	Violations of the principle of objectivity	6	1.79%
	<b>Subtotal</b>	<b>314</b>	<b>93.45%</b>
<b>Operations</b>	Other issues related to NCC operations	13	3.87%
	Technical issues related to sounds, images, and signals	8	2.38%
	Customer service issues	1	0.30%
	<b>Subtotal</b>	<b>22</b>	<b>6.55%</b>
<b>Total</b>		<b>336</b>	<b>100.00%</b>

<sup>5</sup> This includes violations of the principle of fact verification in television contents and the dissemination of false information in radio contents.

<sup>6</sup> Including “commercial violations (timing/length/overtime/frequency/contents)” for TV and “inappropriate commercial contents or arrangements (including exaggerated claims on food, drug, and cosmetic items)” for radio.

Of the 314 complaints about inappropriate radio and television content, there were 287 complaints against television. Further analysis of the program types revealed that the majority were against “news reports” with 96 cases (33.45%), followed by “comments, inquiries, and suggestions” with 96 cases (33.45%), complaints against “commercials” with 40 cases (13.94%), “infomercials” with 17 cases (5.92%), “dramas and cartoons” with 15 cases (5.23%), “variety entertainment programs” with 10 cases (3.48%), “political talk shows” with 8 cases (2.79%), and “other programs<sup>7</sup>” with 5 cases (1.74%). Please refer to Figure 3:

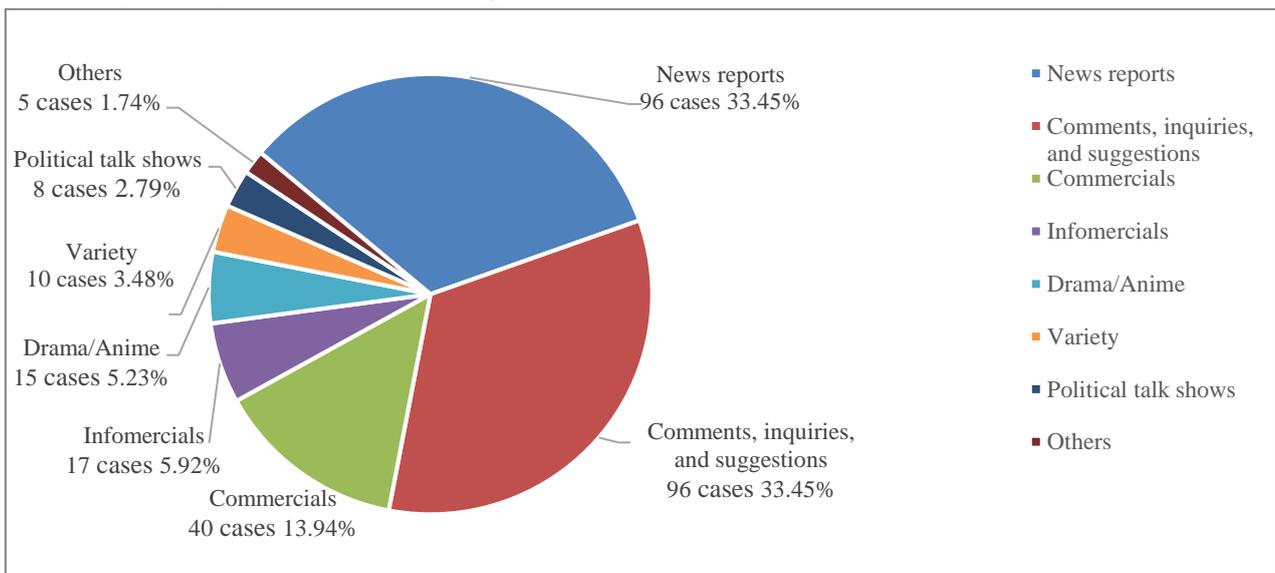


Figure 3: TV complaints by program types (Q2 2022)

Of the 27 complaints against radio, the majority were about “variety programs<sup>8</sup>” with 15 cases (55.56%). There were also 8 cases (29.63%) on “programs of unspecified genres”, 2 cases (7.41%) on “news and political talk shows”, 1 case (3.70%) on “commercials”, and 1 case (3.70%) on “music programs.” Please refer to Figure 4:

<sup>7</sup> Other programs include programs on finance and the stock market (2 cases), general talk shows (1 case), children’s programs (1 case), and folk and religious programs (1 case).

<sup>8</sup> Variety programs feature diverse contents and do not fit into any particular genre.

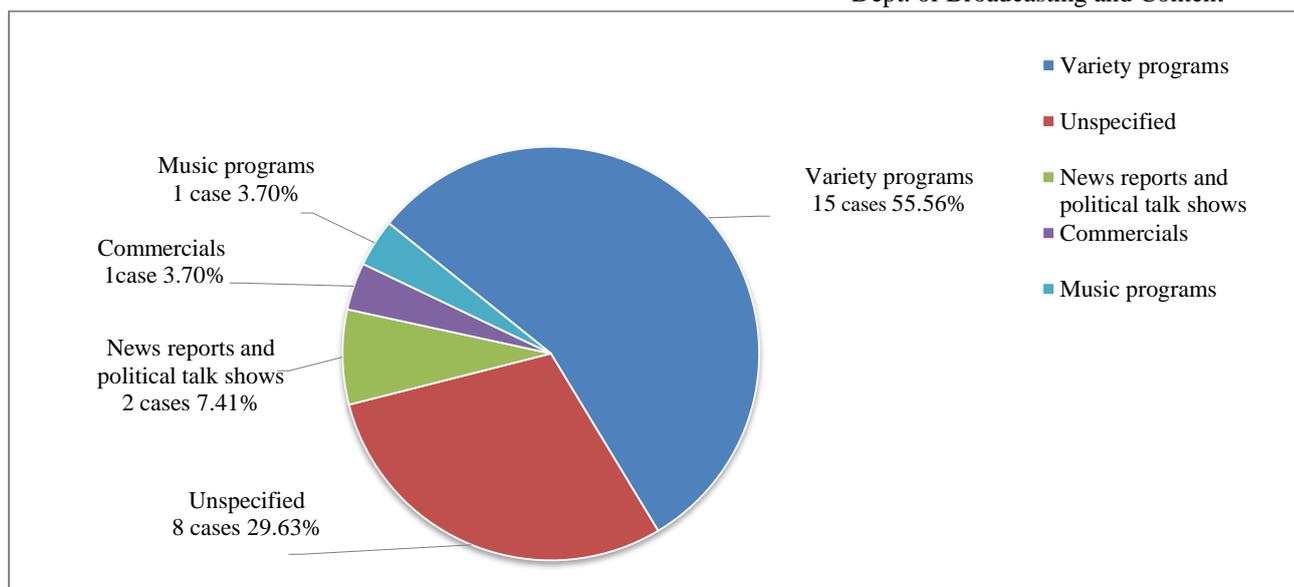


Figure 4: Radio complaints by program types (Q2 2022)

## ◆ Major Television Complaints

The majority of the TV (and TV commercial) content-related complaints in Q2 2022 (April to June) were in the categories of “news reports” and “comments, advice, and suggestions.” Among the 96 news-related complaints, the majority pertained to “violations of the principle of fact verification” with 34 cases (35.42%), followed by 33 (34.38%) regarding “disrupting public order or adversely affecting good social customs,” and 10 (10.42%) on “violation of laws and regulations promulgated by other government authorities.” The total number of these three most common types of complaints concerning inappropriate content amounted to 77, or 80.21%, of all TV news-related complaints. See Table 3 for more details:

Genre	Inappropriate content category	Cases	Percentage
News	Disrupting public order or adversely affecting good social customs	34	35.42%
	Violations of the principle of fact verification	33	34.38%
	Violation of laws and regulations promulgated by other government authorities	10	10.53%

	Violations of the principle of objectivity	4	4.17%
	Discriminatory issues	4	4.17%
	Contents harmful to the physical or psychological well-being of children and youths	4	4.17%
	Others <sup>9</sup>	7	7.29%
Total		96	100%

An analysis of the 96 complaints about inappropriate content in programs with unspecified genres shows that “comments on the overall broadcasting environment” were the most common with 67 cases<sup>10</sup> (69.79%), followed by 11 (11.46%) “violation of laws and regulations promulgated by other government authorities,” 10 cases (10.42%) of “suggestions on the NCC’s operations,” and 8 cases (8.33%) of “regulations/information inquiries.” See Table 4 for more details:

**Table 4: Public complaints about programs with unspecified genres by complaint category (Q2 2022)**

Genre	Inappropriate content category	Cases	Percentage
<b>Programs with unspecified genres</b>	Comments on the overall broadcasting environment	67	69.79%
	Violation of laws and regulations promulgated by other government authorities	11	11.46%
	Suggestions on the NCC’s operations	10	10.42%
	Regulations/information inquiries	8	8.33%
Total		96	100%

During the second quarter (April to June) of 2022, the following program(s) received over 10 complaints: *CTS Morning News*. Please see Table 5 for more information:

<sup>9</sup> Inappropriate program ratings (3 cases), safeguarding the rights of stakeholders (2 cases), and lack of distinction between programs and commercials (2 cases).

<sup>10</sup> See note 4.

**Table 5: Programs and commercials that received 10 complaints or more (Q2 2022)**

Program/Commercial	Channel	Content Type	Cases
<i>CTS Morning News</i>	CTS News and Info	News	22

Case analysis: 22 complaints were filed against CTS News and Info, which broadcast several erroneous messages related to war and disaster prevention via its news ticker during its 7 a.m. *CTS Morning News* program on April 20, 2022.

Complaints: Complainants claimed that CTS News and Info’s news ticker showed erroneous messages related to a non-existent war. According to the complainants, the messages were seriously misleading and unverified, which not only caused panic among the general public but evidently showed that the channel’s self-regulatory mechanisms had failed. The complainants asked the NCC handle the case and issue the appropriate punishments.

NCC’s actions:

- (1) CTS News and Info’s erroneous broadcast during its *CTS Morning News* program constituted a violation of Article 21, Subparagraph 3 of the *Radio and Television Act* and may be subject to a fine of up to NT\$2,000,000 in accordance with Article 43 of the same *Act*. Serious offenses may be grounds for broadcast suspensions for a period of 3 days to 3 months as per Article 44 of the same *Act*. Pursuant to its internal standard operating procedures, the NCC has included this case in the agenda of its Broadcast Programs and Commercials Advisory Meeting for discussion, where an advisory committee consisting of experts, scholars, civil organizations, and industry practitioners provided their professional opinions and suggestions to the NCC for a final resolution. In terms of the channel’s operation, the NCC has requested that CTS propose a plan for self-regulation and operational improvements.
- (2) This case was submitted to the 2<sup>nd</sup> Broadcast Programs and Commercials Advisory Meeting in 2022 as well as the NCC’s 1019<sup>th</sup> meeting for deliberation, and a fine of NT\$500,000 was issued as a resolution.