

FIRST QUARTER QUALITY OF SERVICE REPORT (JANUARY-MARCH, 2019)

1.0 INTRODUCTION

Malawi Communications Regulatory Authority (MACRA) has the responsibility of ensuring that all service providers in the ICT sector are providing affordable, accessible and quality services throughout the country. In pursuant to this mandate, MACRA monitored and carried out audit of ICT operators for the first quarter (January– March, 2019) and the findings are summarized in this report. The full reports of the monitoring and audit exercises can be obtained on MACRA's official website www.macra.org.mw.

The audit covered telecommunications, broadcasting and postal and courier services.

2.0 THE BROADCASTING DEPARTMENT

The Broadcasting Monitoring Unit monitored 12 broadcasters during the period beginning 1st January to 30th March, 2019. The Unit analysed how broadcasters performed in terms of allocation of airtime on various issues of public interest. The issues are grouped in eight categories namely:

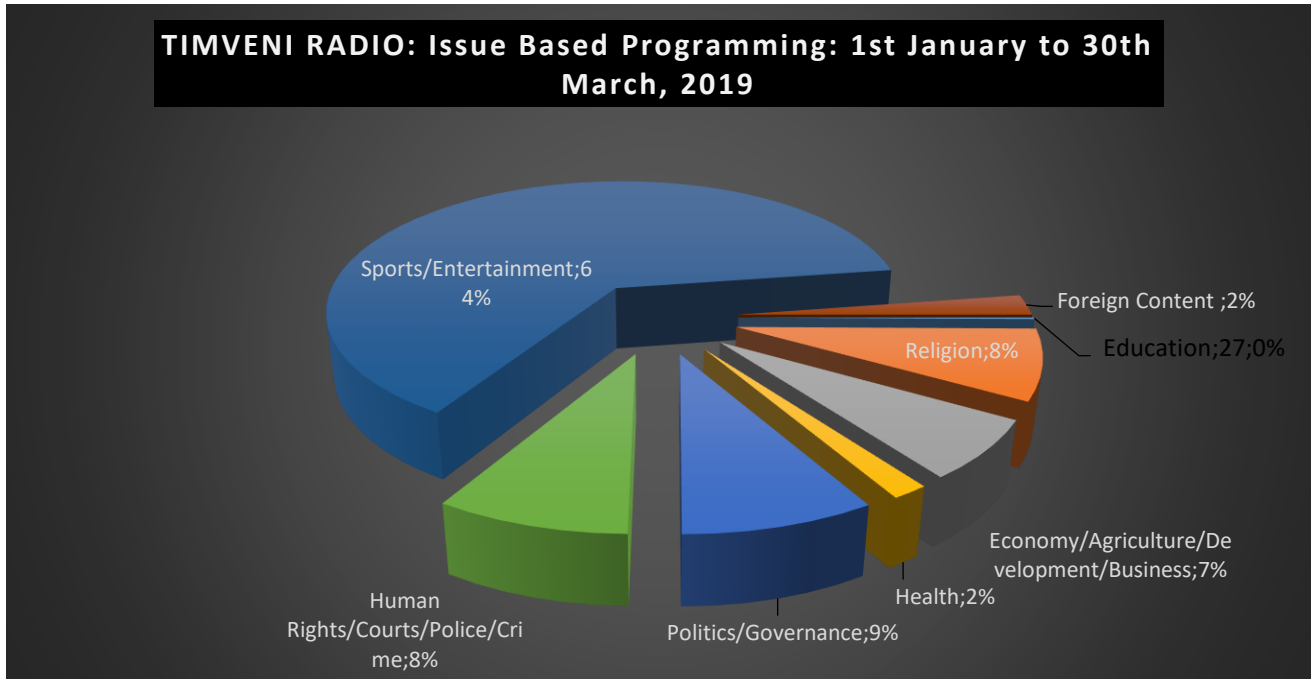
1. Business/Economy/Agriculture/Development
2. Politics/Governance
3. Human Rights/Courts/Police/Crime
4. Sports/Entertainment
5. Foreign Content
6. Religion
7. Health
8. Education.

The data was collected by analysing news bulletins and programmes from concerned stations.

SIGNAL AVAILABILITY

In this quarter most of the stations performed well and this can be attributed to the availability of electricity that made it possible for almost all stations included in the report to be on air most of the times. However, the most outstanding signal was recorded on MBC Radio 1 and 2, Radio Islam, MBC TV and ZBS radio.

Fig. 1



ZODIAK RADIO

Below is how Zodiak radio shared its airtime to issue based programmes. Politics and Governance issues were the most covered with **36%**. Issues of economy/agriculture/development and business came second with **17%**. Human rights/Police/Courts/Crime got **18%** , Sports and entertainment **14%**. Foreign content issues were the least covered getting **2%**. See the pie chart below;

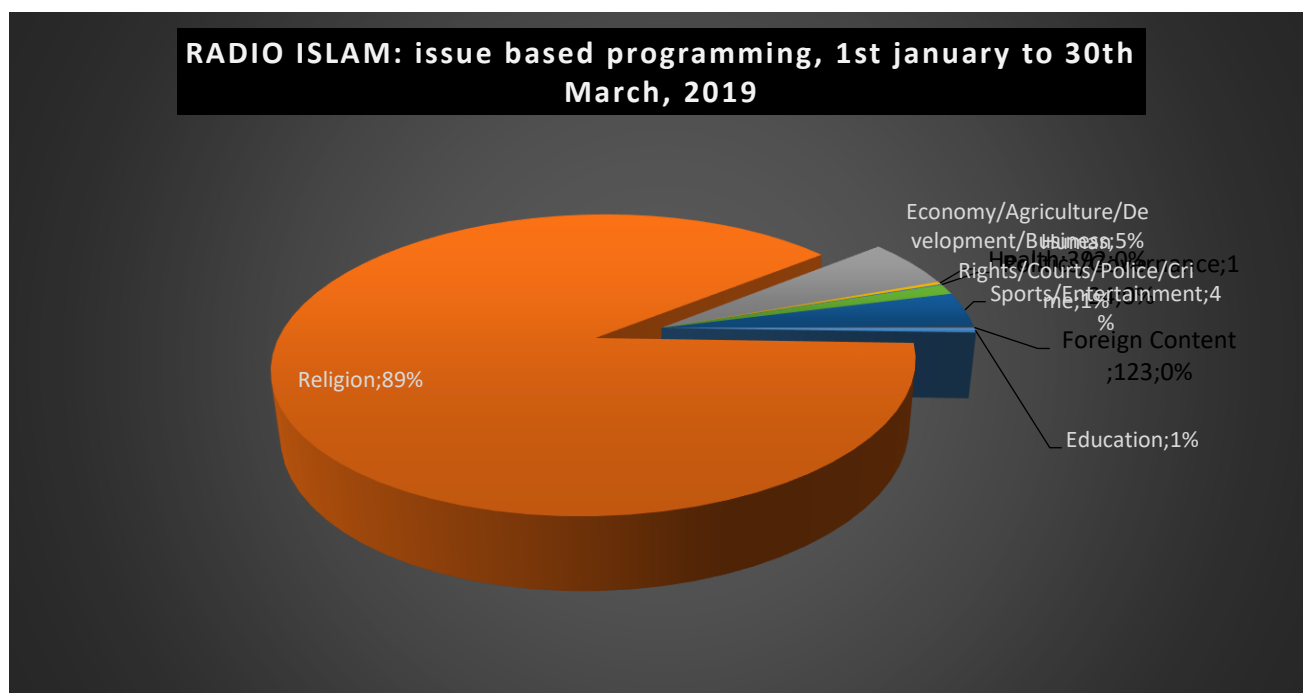


FIG 2

TIMVENI RADIO

The station has a large coverage (**64%**) on Sports and Entertainment from musical and sports programs. Politics and governance came second with **9%** mainly from political debates and rallies while human rights/court/police/crime issues got **8%** from news stories and programs. Health and foreign issues were least covered getting **2%** each.

MBC ONE: Issue Based Programming: 1st January to 31st March , 2019

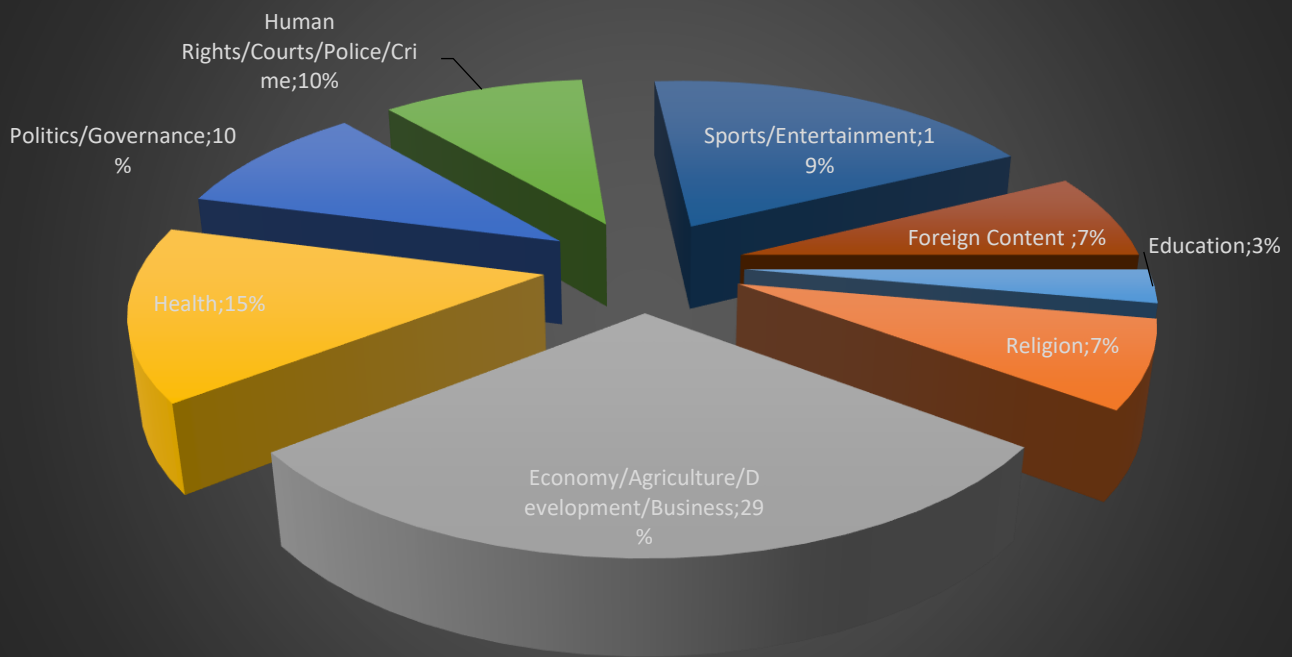


FIG 3

GALAXY FM

Sports and entertainment got the highest coverage with **47%** from musical and sports programmes. Politics and Governance came second with **23 %** from news and programs during the tripartite elections. Economy/Agriculture/Development /Business got **17 %** while Health and Religion were the least covered with **1 %** each. The pie chart below shows how Galaxy FM shared the airtime during the period under review;

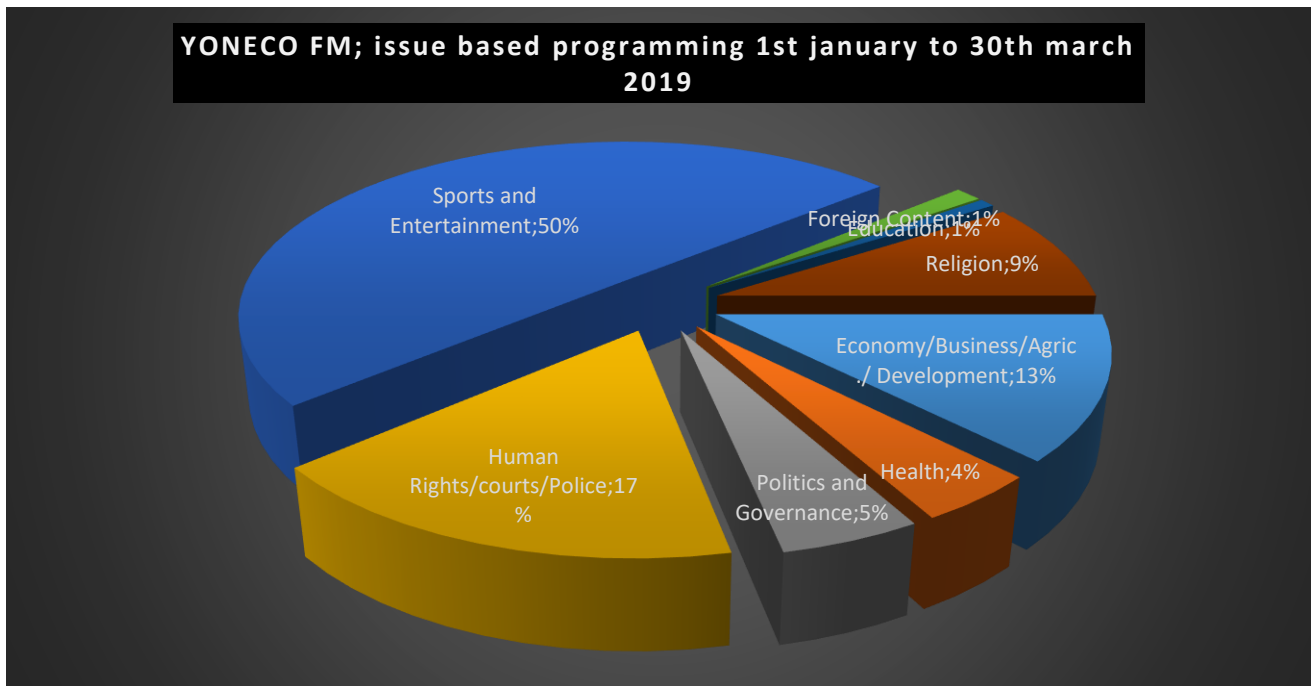


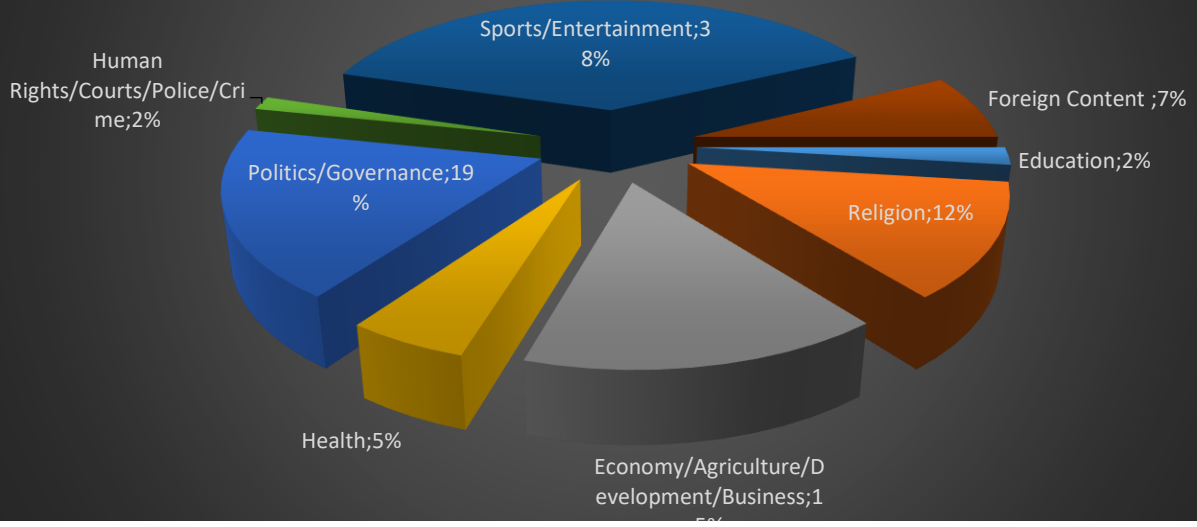
FIG 4

RADIO ISLAM

In the first quarter, Radio Islam allocated lion's share towards Religious issues with a total of **89%**. Economy/ Agriculture/ Development/Business came second with **5%** followed by sports /entertainment with **4%**. Human Rights/Courts /Police/Crime and Education shared **1% each**. See the pie chart below;

FIG 5

MBC TV: Issue Based Programming: 1st January to 30th March 2019



MIJ FM

In the first quarter MIJ gave sports/entertainment **75** followed by economy/agriculture/development/business with **11%**.Politics/Governance got **10%** while religion covered **3%**.Both education and health were least covered with **1%** each

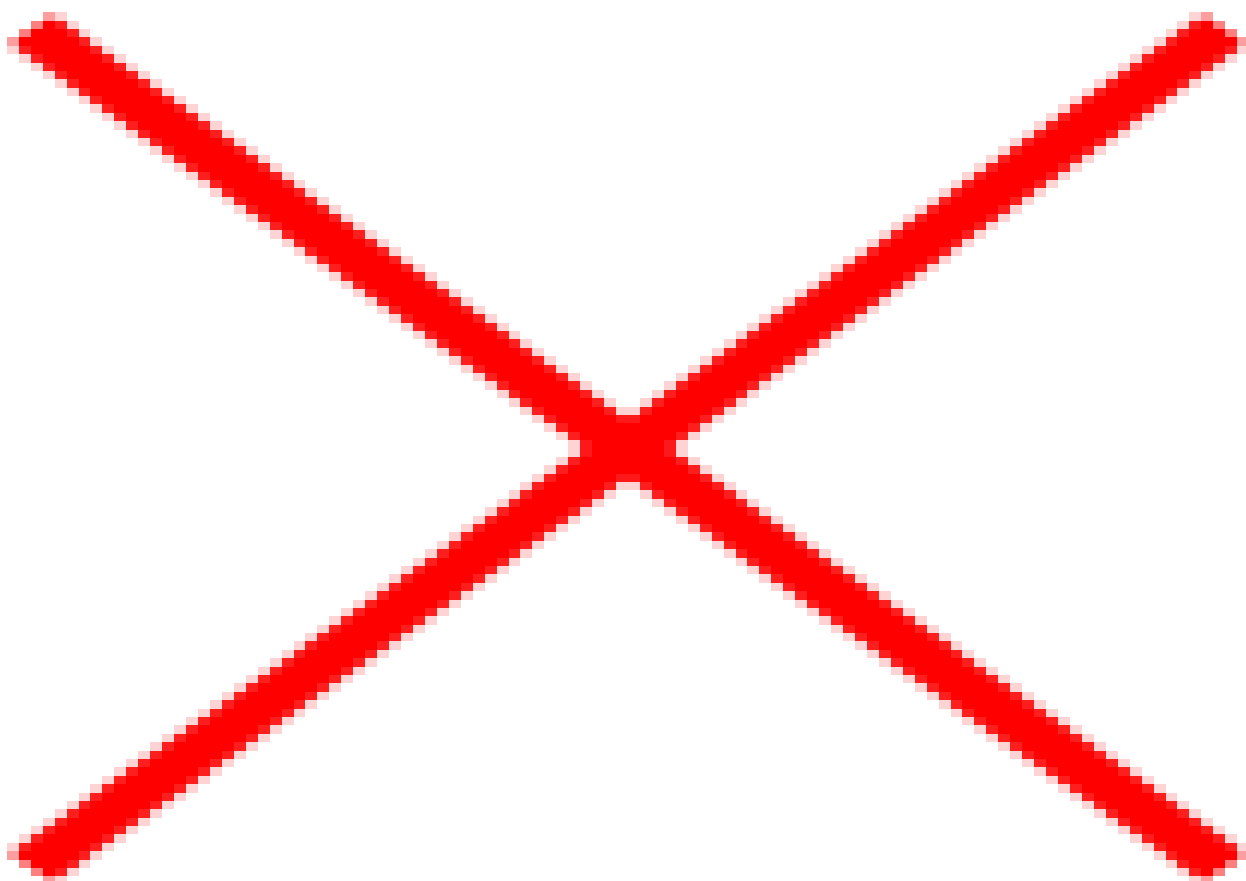
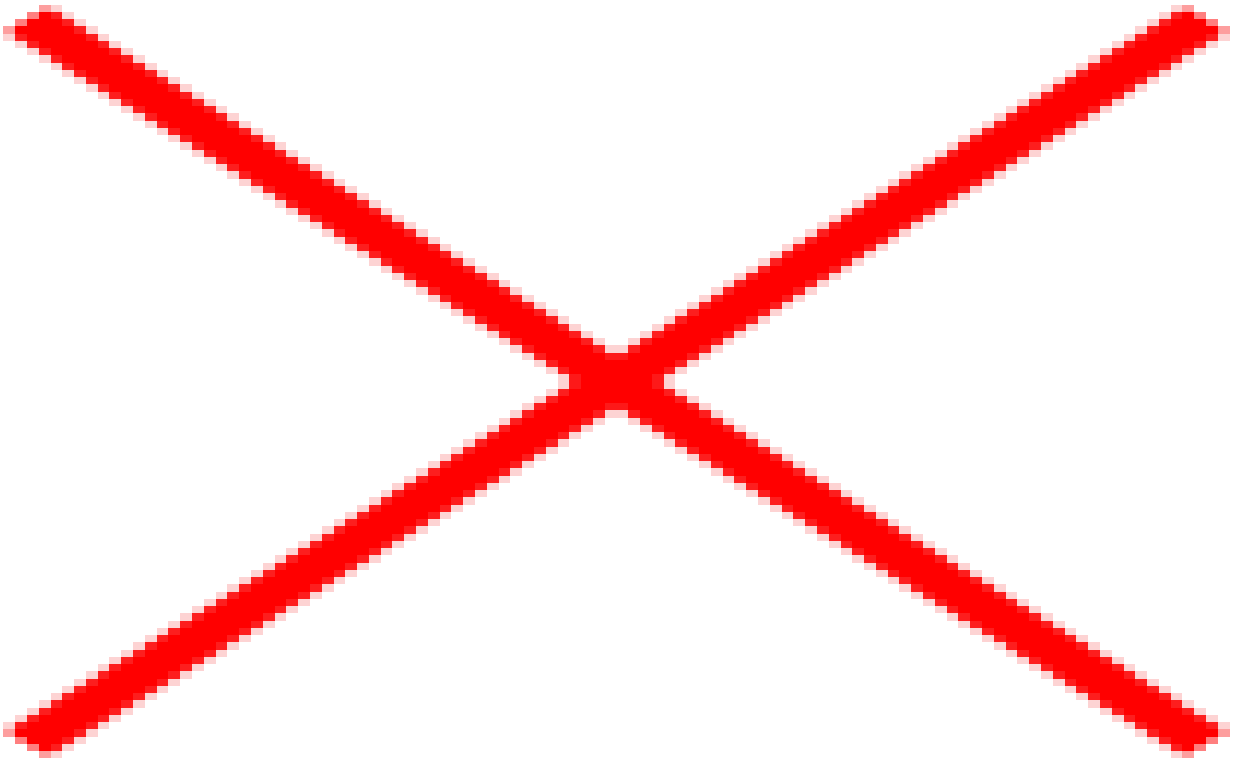


FIG 6

MBC RADIO 1

During the period MBC Radio One gave Politics / Governance issues highest coverage of **29 %** and Sports/ Entertainment came second with **19 %**. Health issues got **15 %** followed by Human Rights/Courts /Police /Crime issues which got **10 %**. However, education programs and news got the least coverage of **3 %**.

FIG 7



MBC 2

During this period MBC2 gave most of its airtime to issues of entertainment and sports (**43%**), and Economy/Agriculture came second with **14%**. Police/human rights got **13%** followed by Education with **10 %**. The pie chart shows how the station shared its programming to other categories;

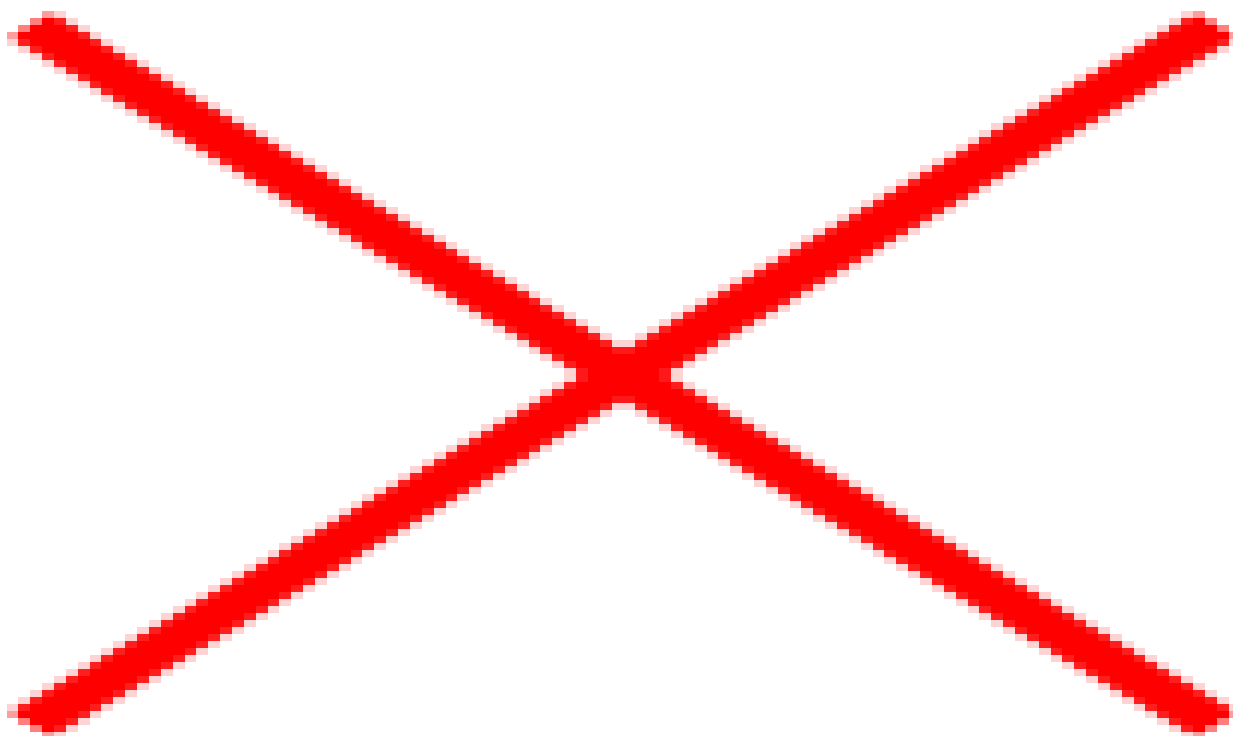
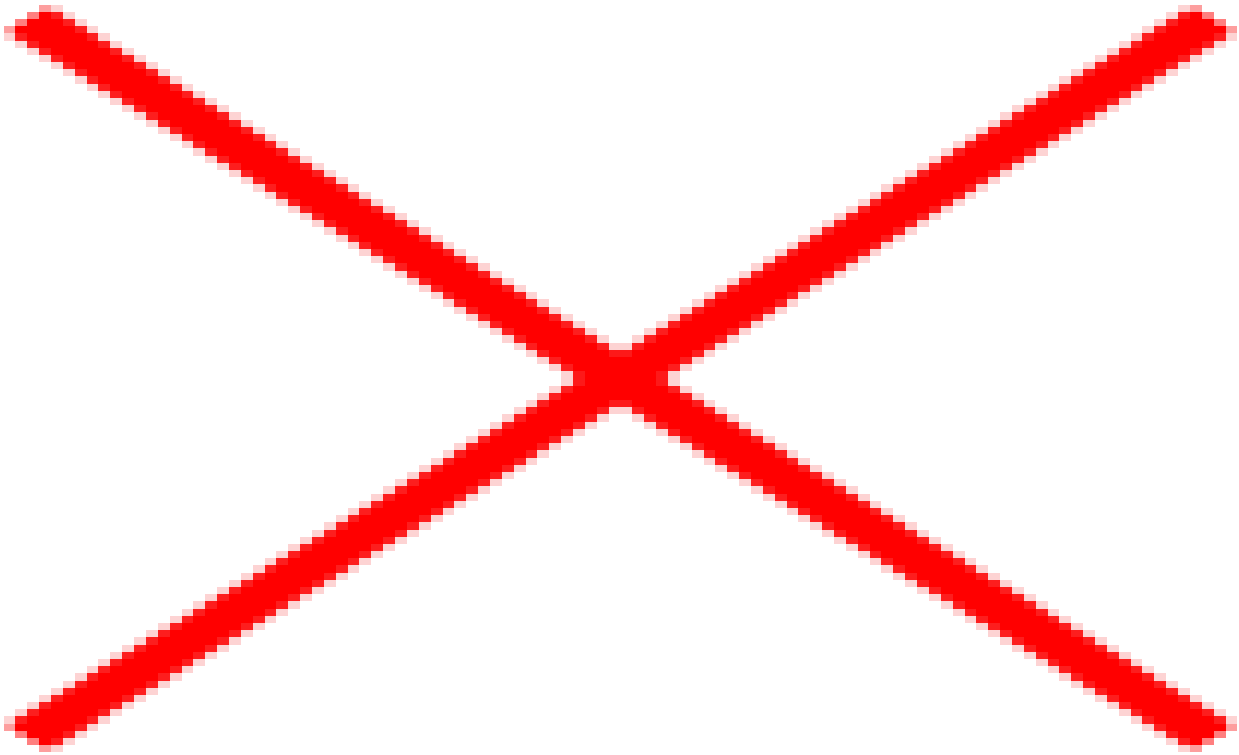


FIG 8

YONECO FM

YONECO FM allocated much of its airtime to issues of Sports and Entertainment which got 50 % and human rights/police/courts/crime came second with **17%**. Business/economy got **13 %** followed by Religion with **9 %** . Issues of education and foreign content were the least covered with **1%** each. See the chart pie below;

FIG 9



ANGALIBA RADIO

The station covered sports and entertainment more than other categories with **59%** and Economy/agriculture/ development came second **21 %**. Human Rights/Courts/Police/Crime got 7 % followed by Politics/Governance, Religion and Foreign content got **3%** each. Health and Education were least covered getting **2 %** each.

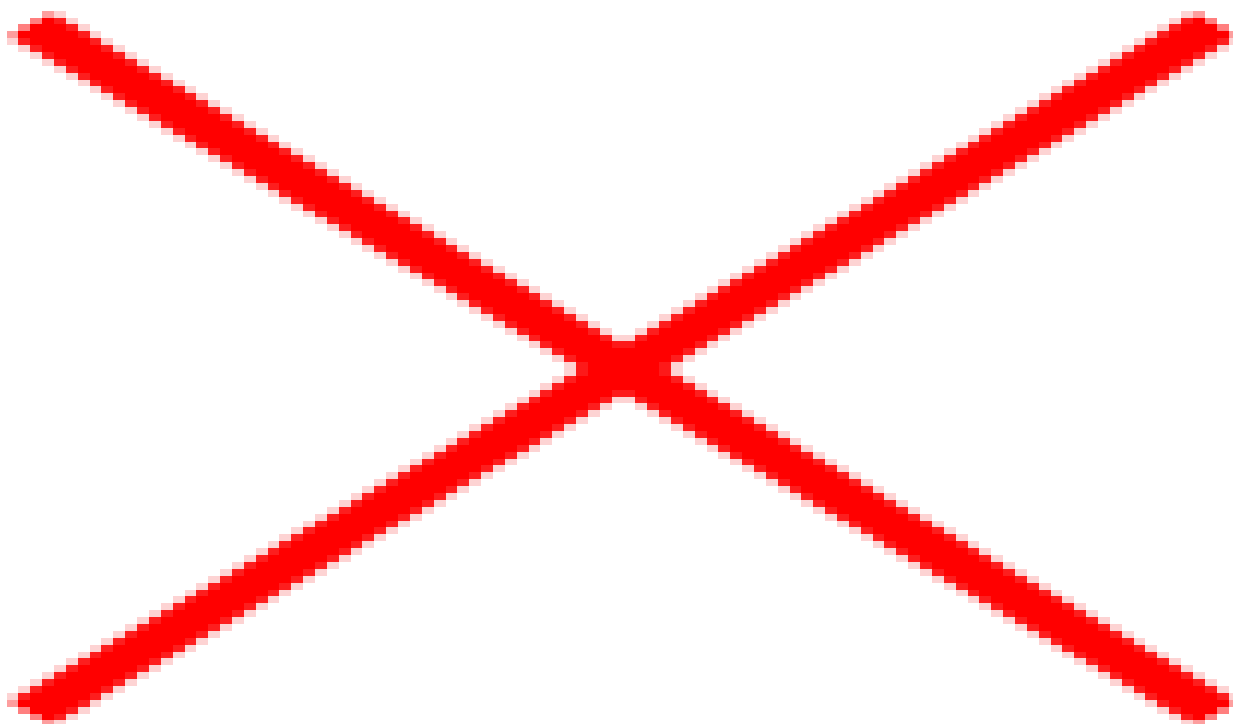
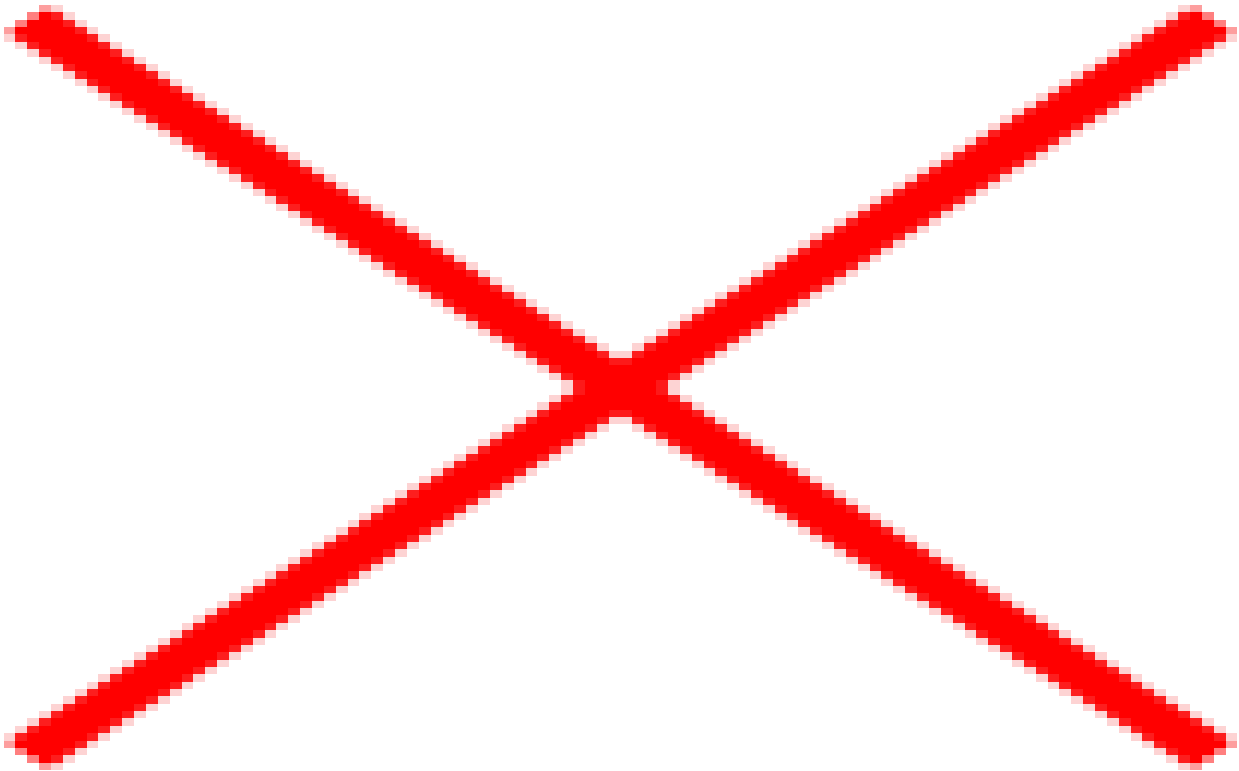


FIG 10

MBC TELEVISION

MBC TV gave more of its airtime to sports and entertainment programs and news with **38%** and politics/ governance came second with **19 %** .Economy/Agriculture /Development /Business got **15 %** followed by religion which got **12%**.Education and Human Rights/Courts/Police/Crime were least covered categories getting **2 %** each

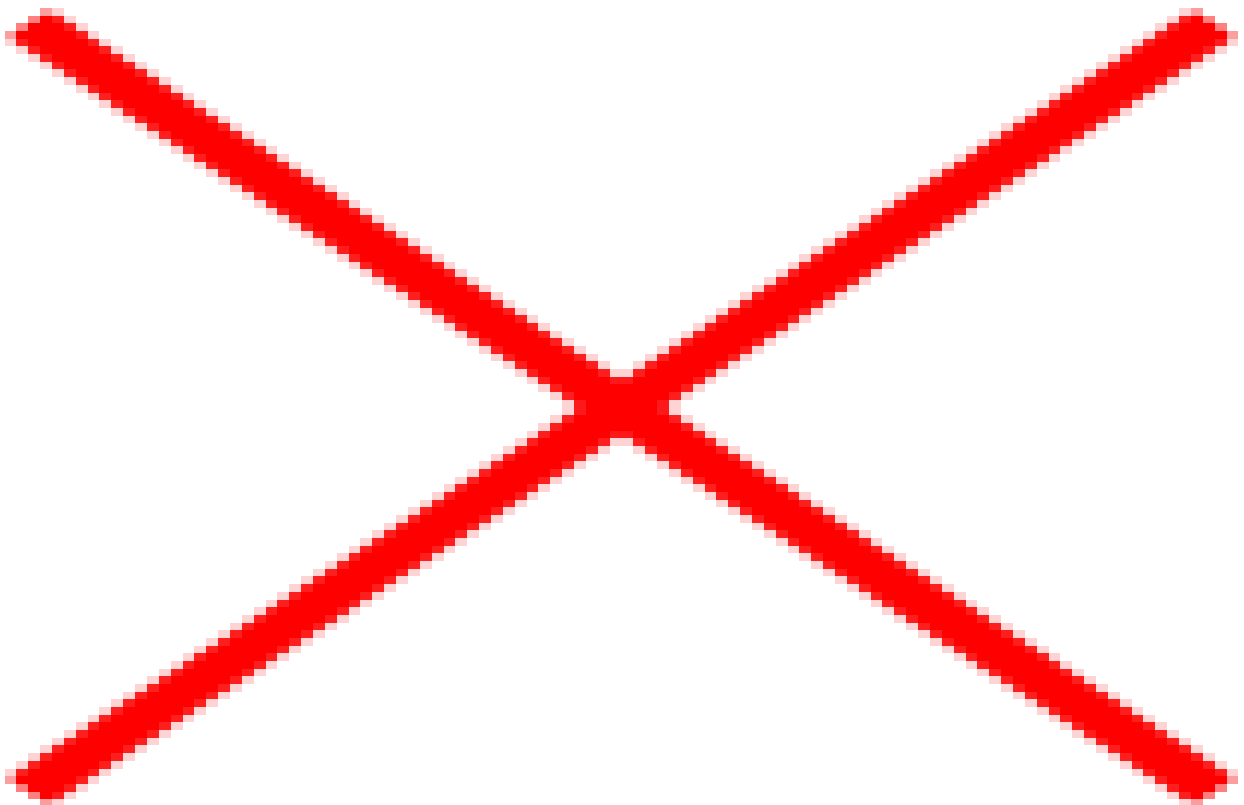
FIG 11



TIMES RADIO

Times Radio allocated a large chunk towards sports/entertainment with **37%** and politics and governance came second with **20%**. Religion got **13%** while Human Rights/Courts /Police/Crime got **9%**. Education was the least covered with **4%**. See the pie chart below;

FIG 12

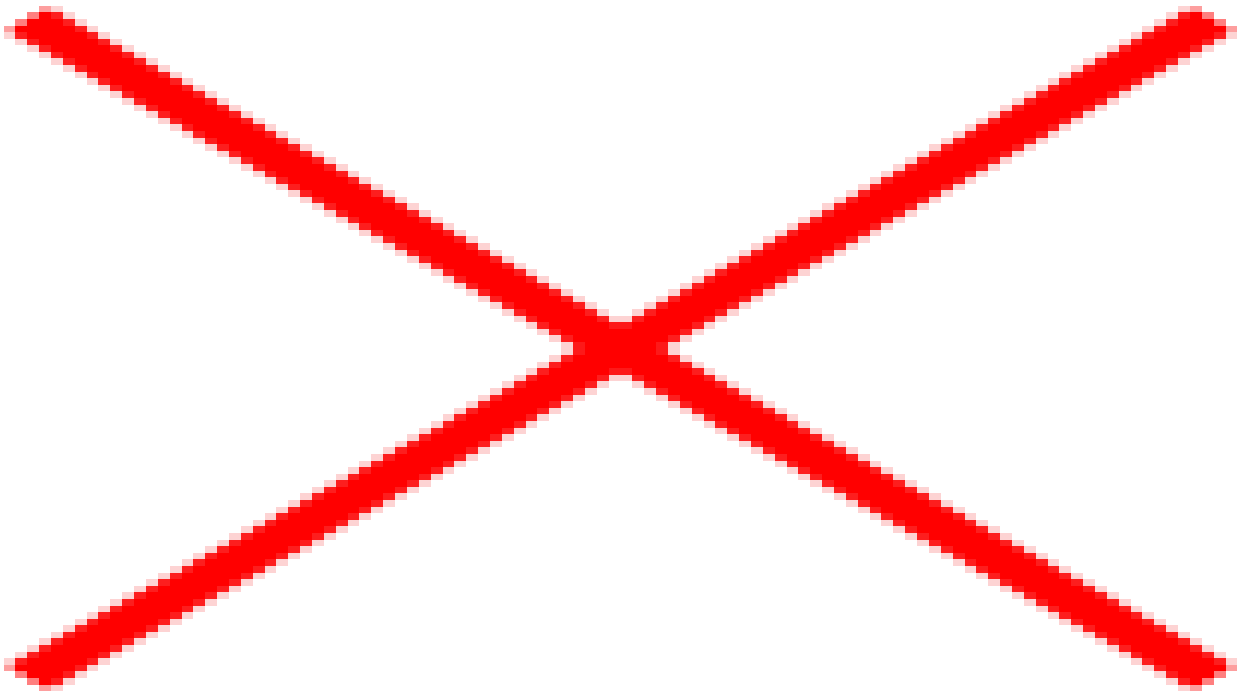


UFULU FM

SHARE OF ISSUE BASED PROGRAMMING

Ufulu FM allocated more airtime towards Sports/Entertainment programs with **78 %** of a total share, and religious issues came second with **15 %** followed by Health issues with **3 %**. Politics/ Governance and Economy /Agriculture /Development/ Business were least covered with **2%** each. The pie chart below shows on how the radio station has shared its airtime to issue based programming

FIG 13



- **Community of Interest Radio Stations**
- **Private Radio Stations**

Entertainment/Sports dominated airwaves on Private radio stations while Community of Interest broadcasters allocated more airtime to Religious issues.