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Federal Office of Communications

# **Public service & public interest content in the digital age: the role of regulators**

Dr. Samuel Studer  
48<sup>th</sup> EPRA Meeting  
11 October 2018



# Questionnaire

Three Sections (16 questions):

- Section 1: PSM General
- Section 2: Regulatory Challenges
- Section 3: Regulatory Competences



31 regulatory authorities (AT, BA, BE-VRM, BE-CSA, BG, CH, CZ, DE, DK, EE, ES-CAC, ES-CNMC, FR, GB, GR, HR, IE, IS, LT, LV, MK, NL, NO, PL, PT, RO, RS, SE, SI, SK, UA) answered with commendable detail and precision.



# Findings (I) – Requirements in the digital age

## General:

- On certain topics sets of common themes and challenges do exist.
- Competencies and challenges of PSM and regulatory authorities are quite country-specific.

## Requirements in the digital age:

- The “Traditional” concept of PSM is still valid and important.
- Requirements (most frequently named):
  - high Quality Content
  - contribution to national and cultural identity
  - maintaining or extending a diverse and trustworthy information offering



# Findings (II) – Regulatory challenges

Main challenges:

- Reach of PSM offerings
- Financing of PSM offerings
- Maintaining or improving quality of content
- Retaining or improving political and financial independence
- Improving competencies of authorities



# Possible points for discussion

- How can regulatory authorities best facilitate that PSM organisations can provide a **universal service to the whole of society**? How can it be ensured that the PSM organisations reach all social strata?
- How can regulatory authorities best facilitate that PSM have **sufficient financial resources** so that they can fulfil their social tasks?
- How can regulatory authorities best facilitate (beyond the funding question) that PSM organisations can **maintain or improve the quality** of their contents?
- How can regulatory authorities best facilitate that PSM organisations can operate **free from political, financial and organisational influences**?
- What (additional) **competencies** do regulatory authorities need?
- What forms of promotion of "public service content" or "content of general interest", which go beyond the traditional PSM model, do regulators have at hand? How do they value such models?



# Thank you for your attention