



Área do Colaborador Administrativo
Demandas da Ouvidoria:

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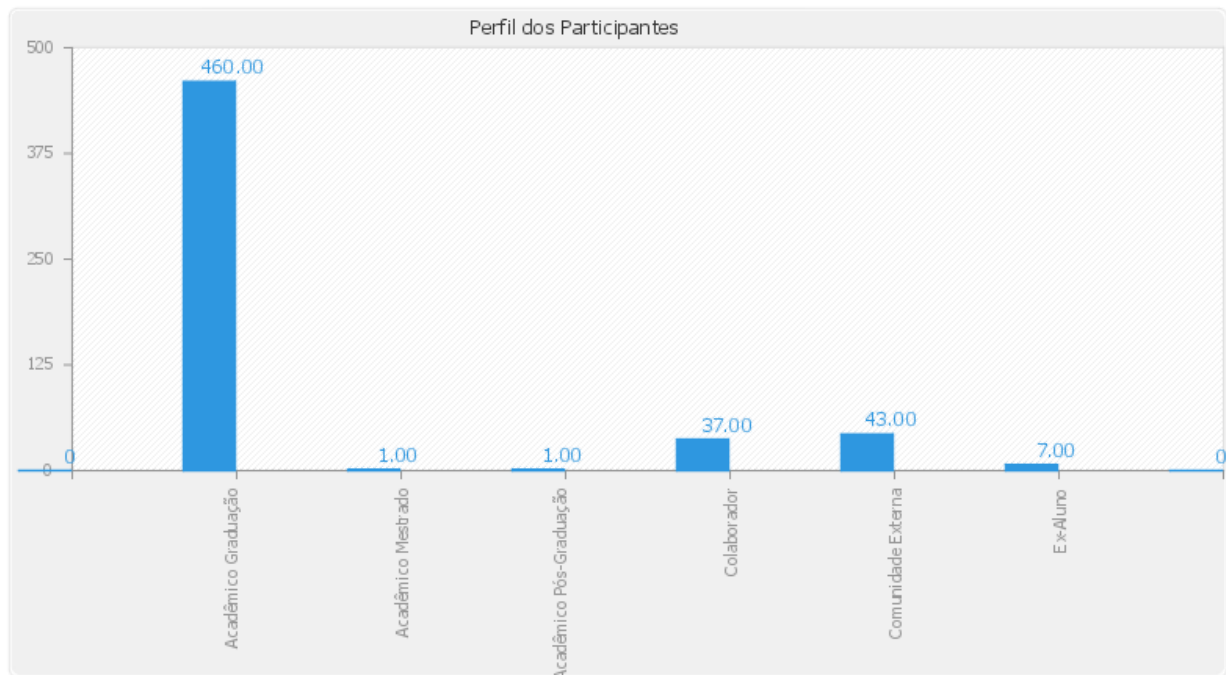
[Voltar para as demandas](#)

Período de Geração do Relatório Anual: ▼
Exibir

Ano de 2016

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	460	83,789
Acadêmico Mestrado	1	0,182
Acadêmico Pós-Graduação	1	0,182
Colaborador	37	6,740
Comunidade Externa	43	7,832
Ex-Aluno	7	1,275
Total:	549	100



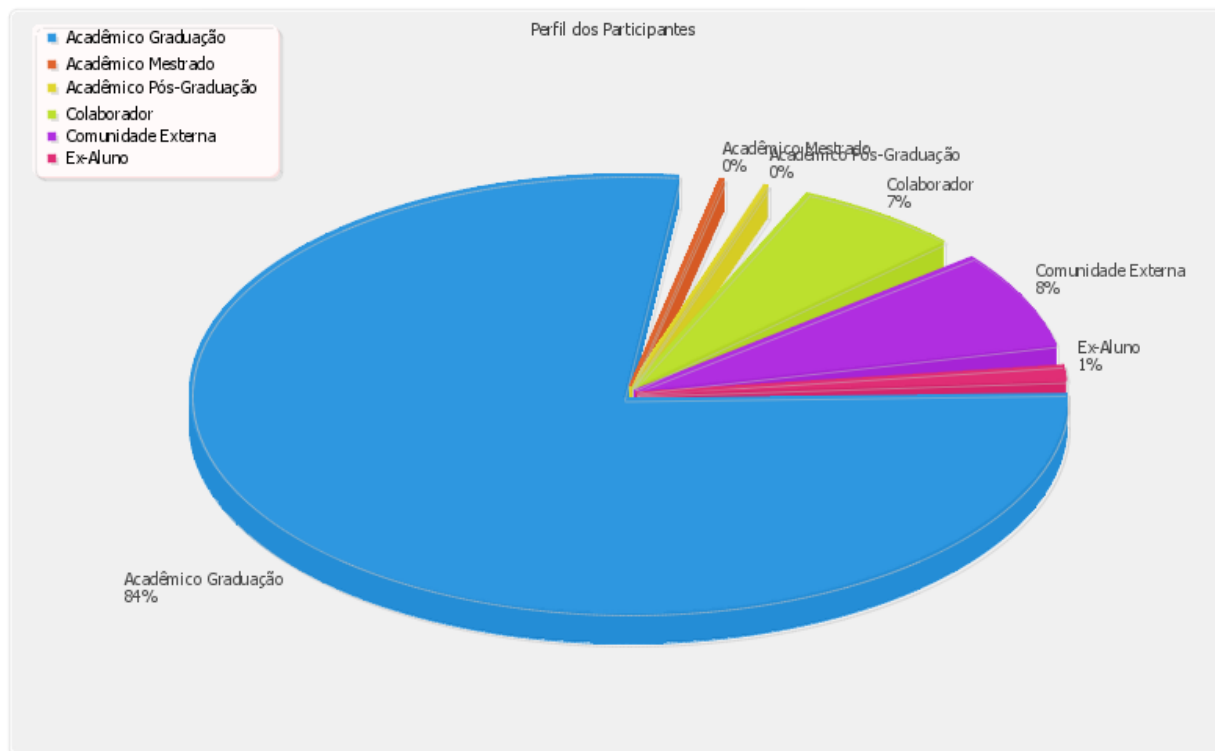
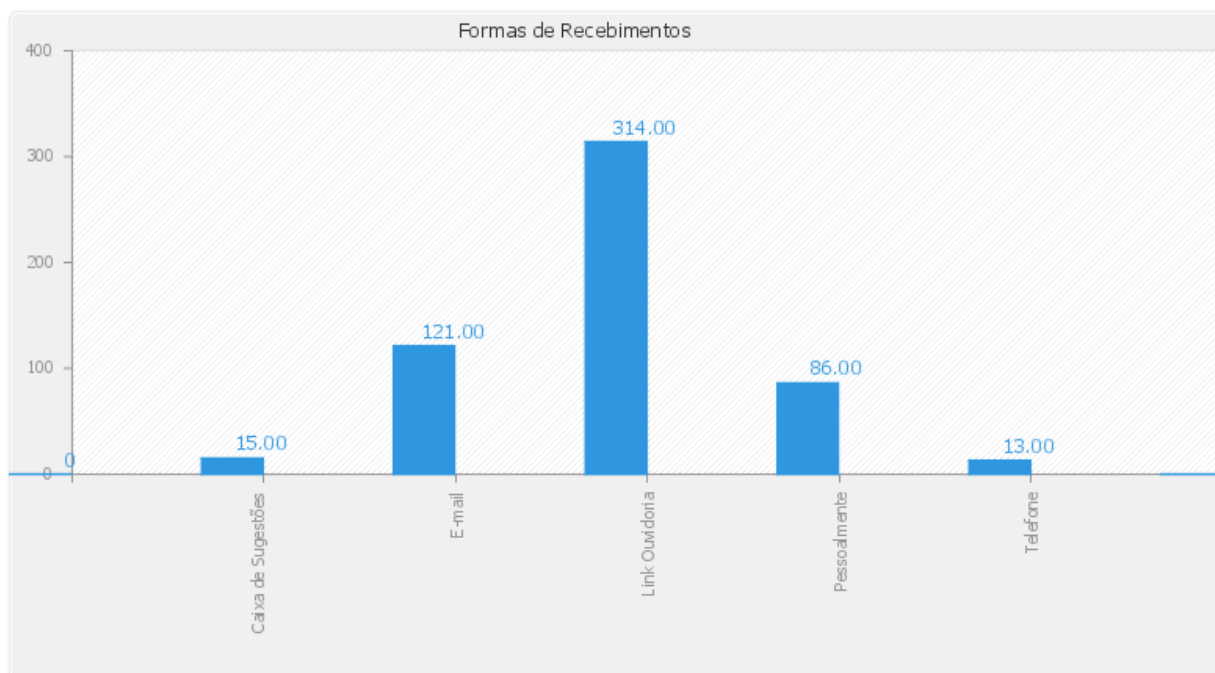


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	15	2,732
E-mail	121	22,040
Link Ouvidoria	314	57,195
Pessoalmente	86	15,665
Telefone	13	2,368
Total:	549	100



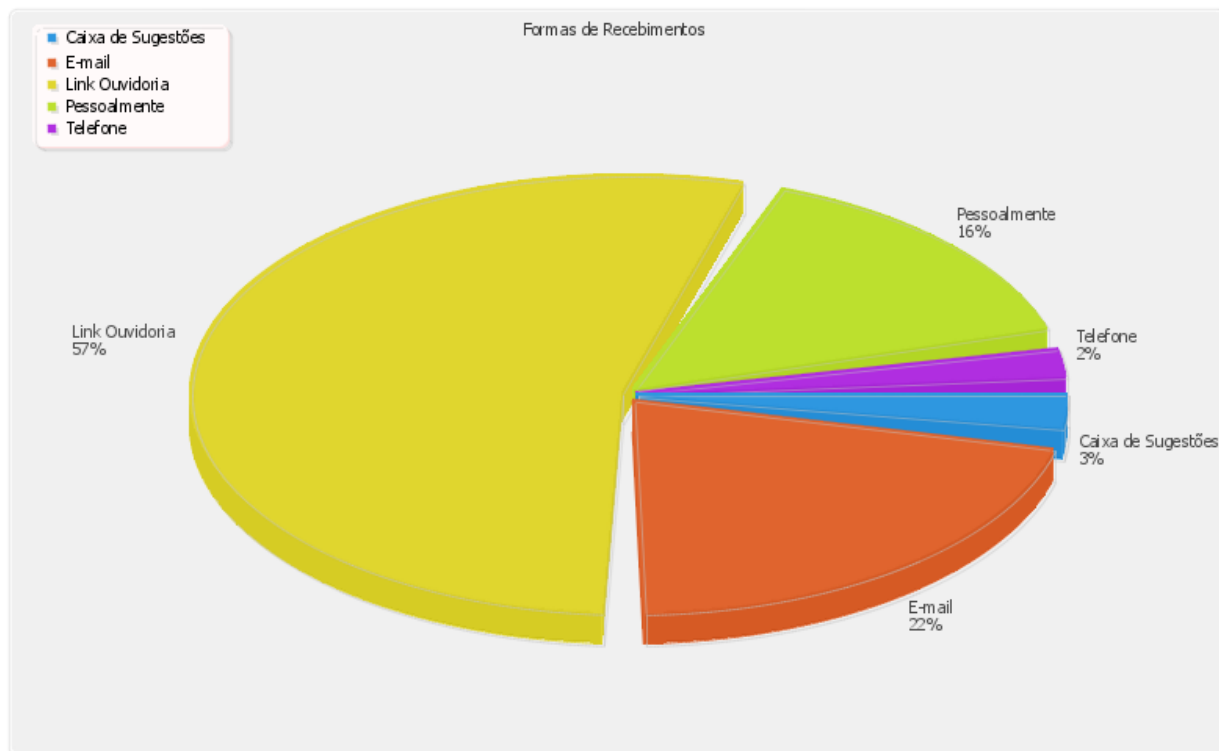
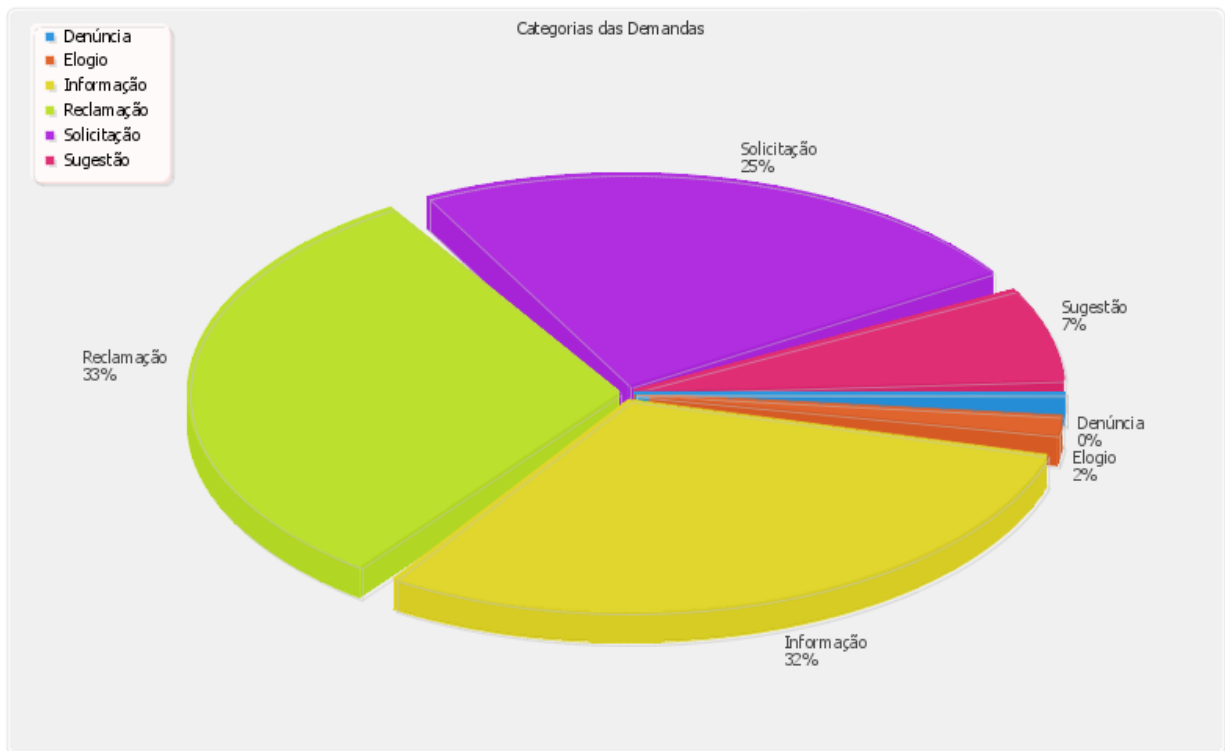
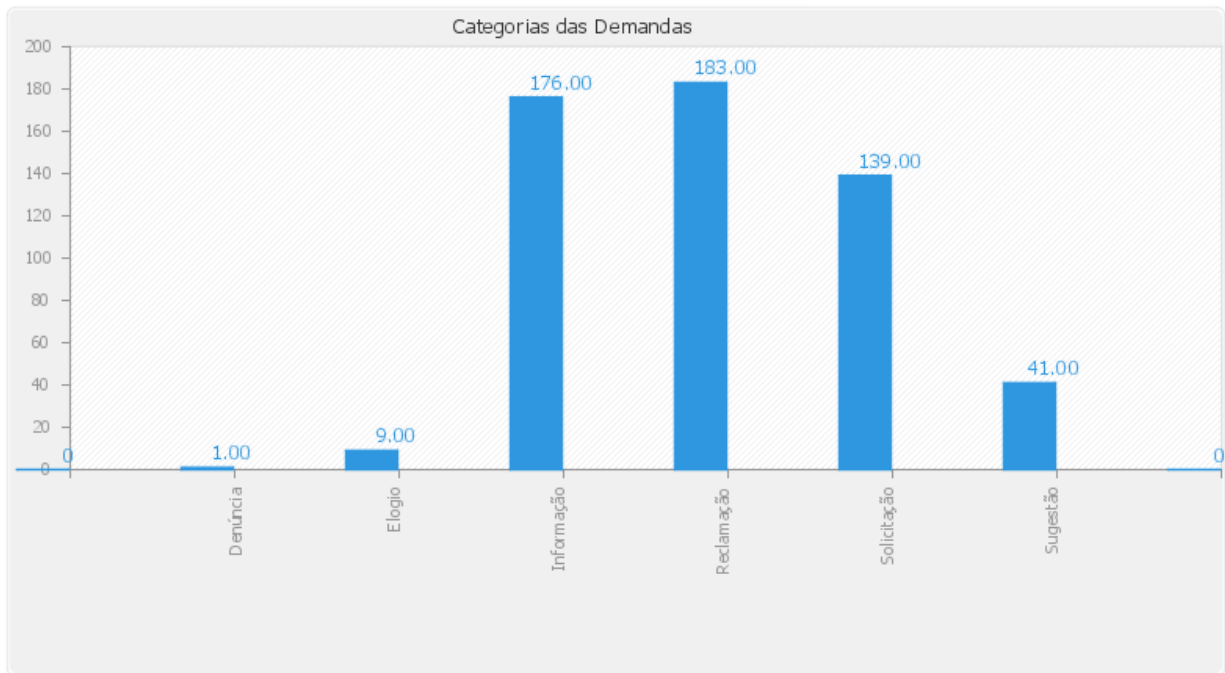


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Denúncia	1	0,182
Elogio	9	1,639
Informação	176	32,058
Reclamação	183	33,333
Solicitação	139	25,319
Sugestão	41	7,468
Total:	549	100



Comparison with the same period of the previous year

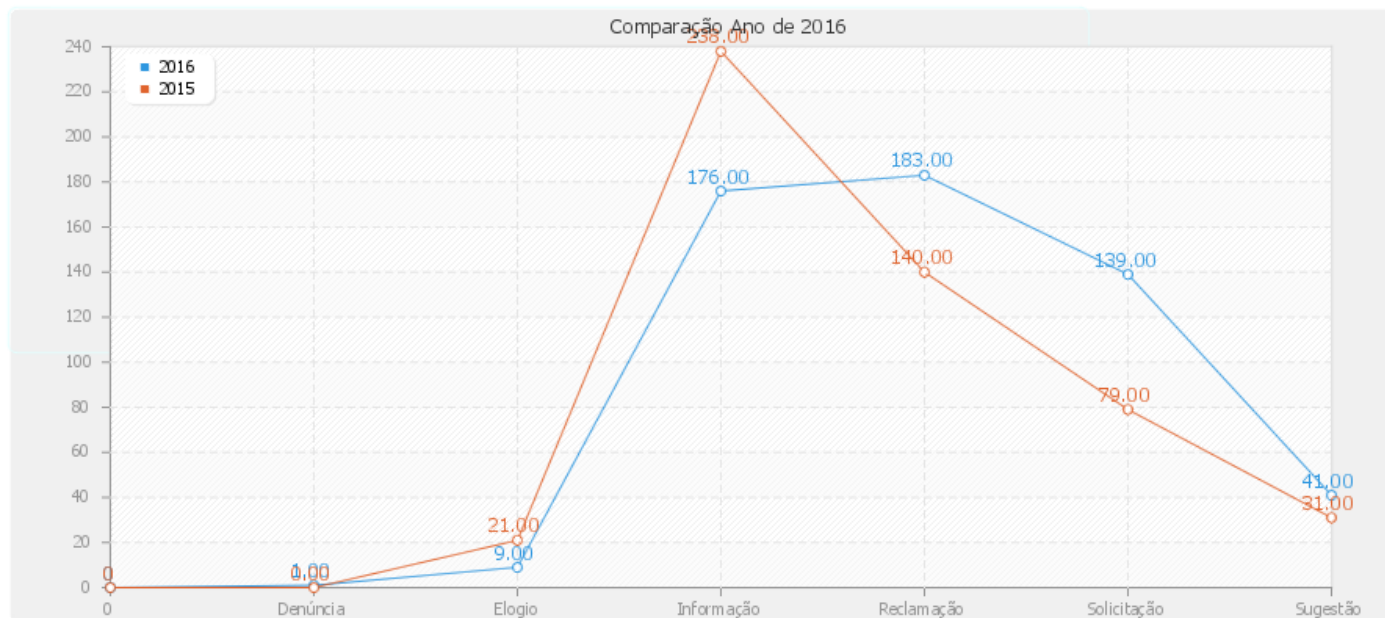
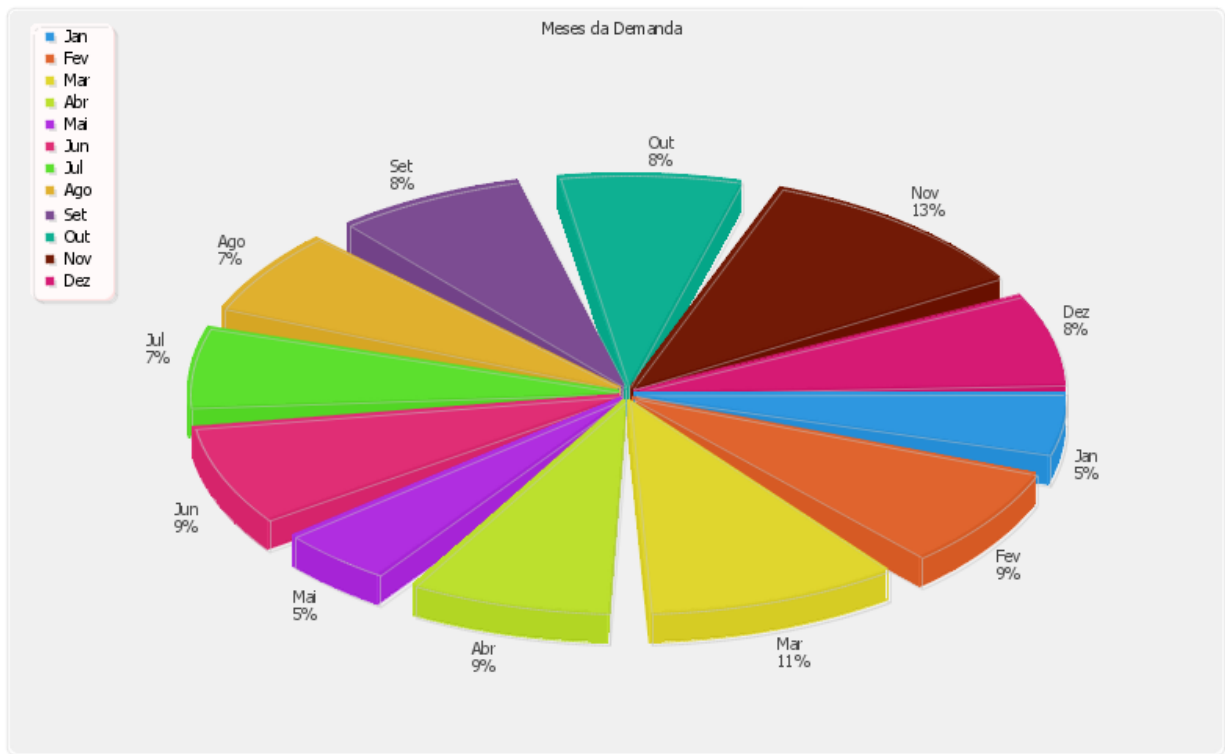
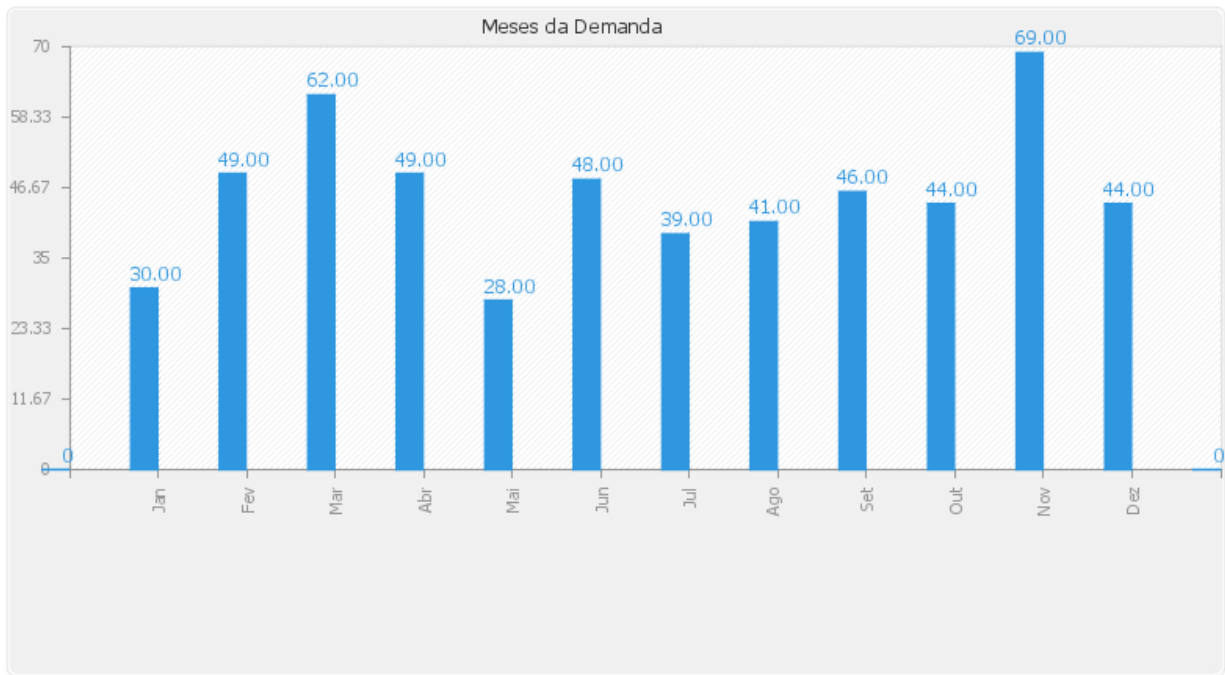


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jan	30	5,464
Fev	49	8,925
Mar	62	11,293
Abr	49	8,925
Mai	28	5,100
Jun	48	8,743
Jul	39	7,104
Ago	41	7,468
Set	46	8,379
Out	44	8,015
Nov	69	12,568
Dez	44	8,015
Total:	549	100



Comparação com o mesmo período do ano anterior

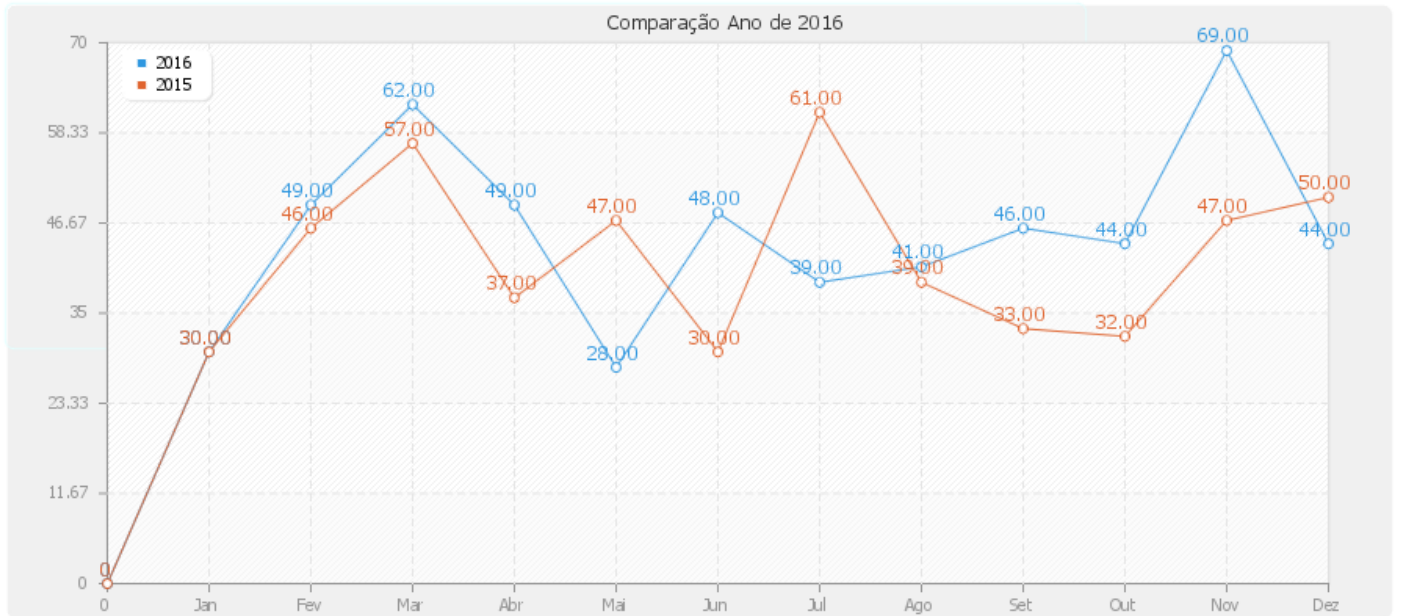
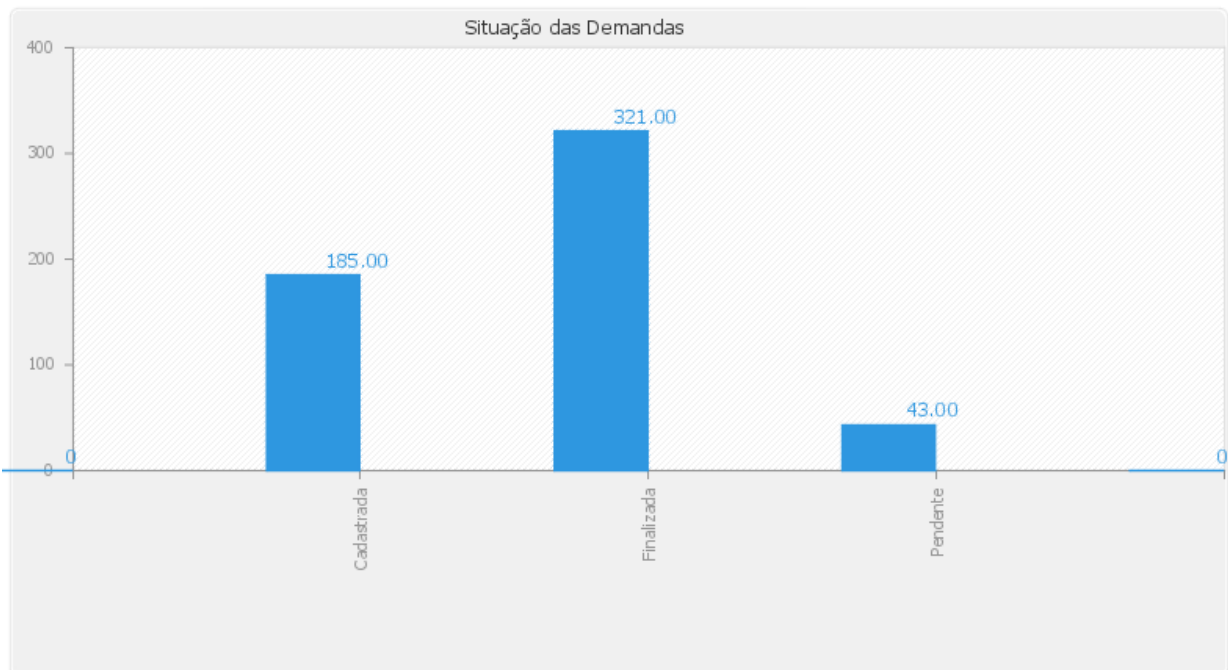
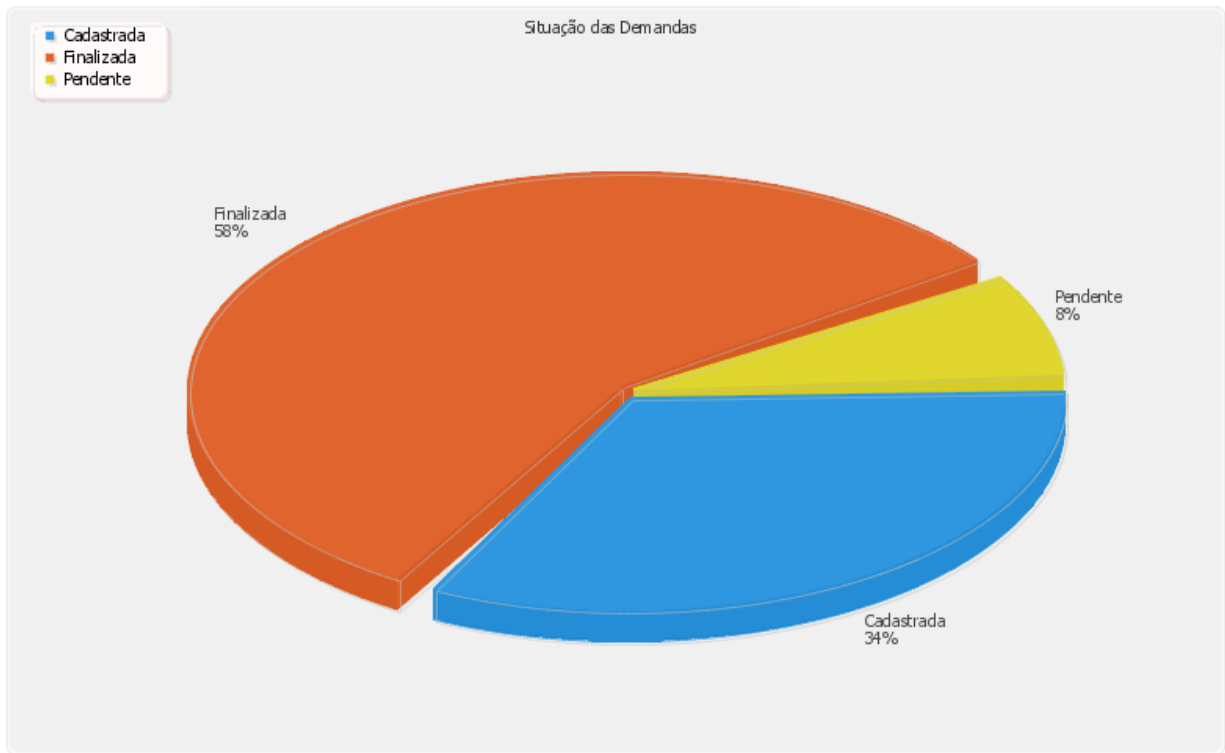


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	185	33,698
Finalizada	321	58,470
Pendente	43	7,832
Total:	549	100





Comparação com o mesmo período do ano anterior

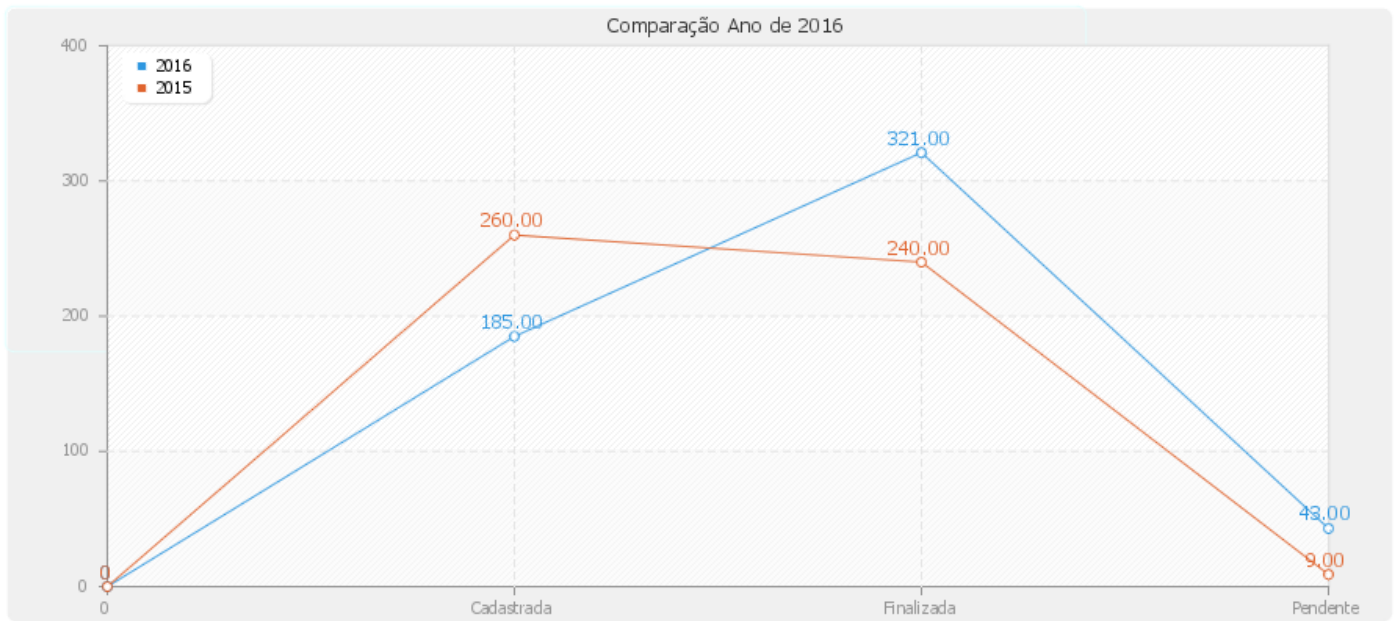


Tabela 6 - Tabela de Resolubilidade:

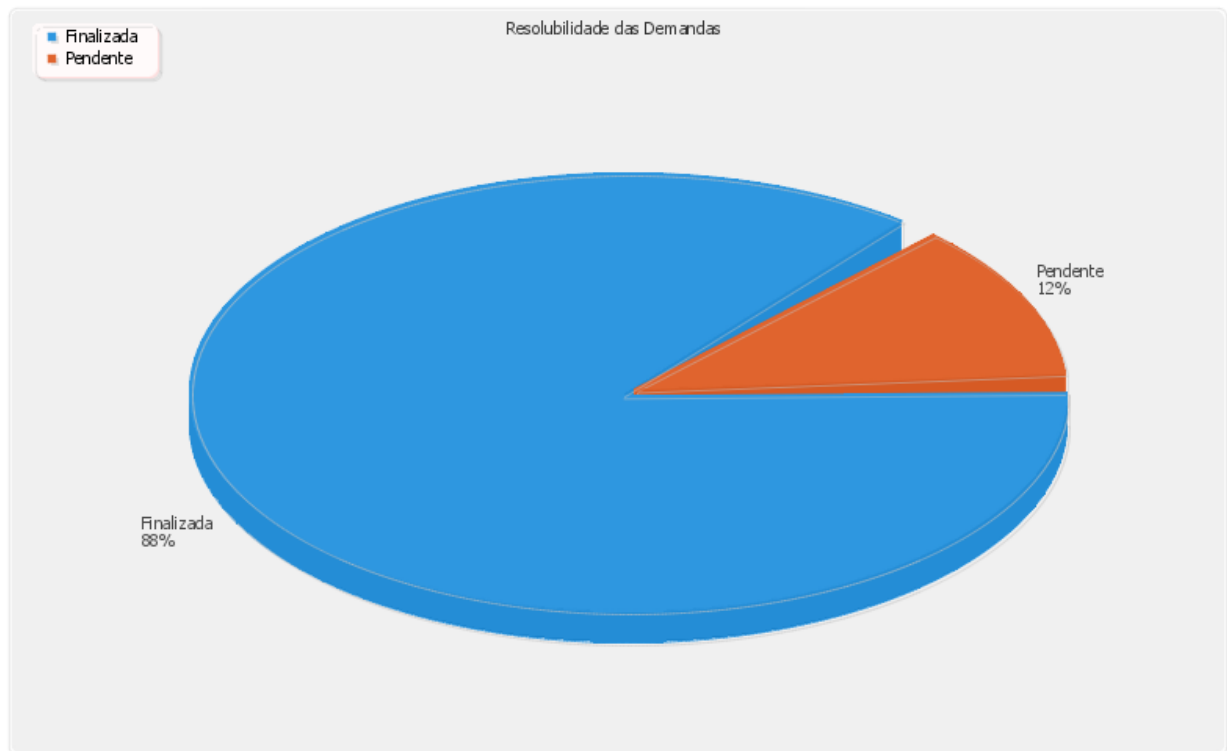
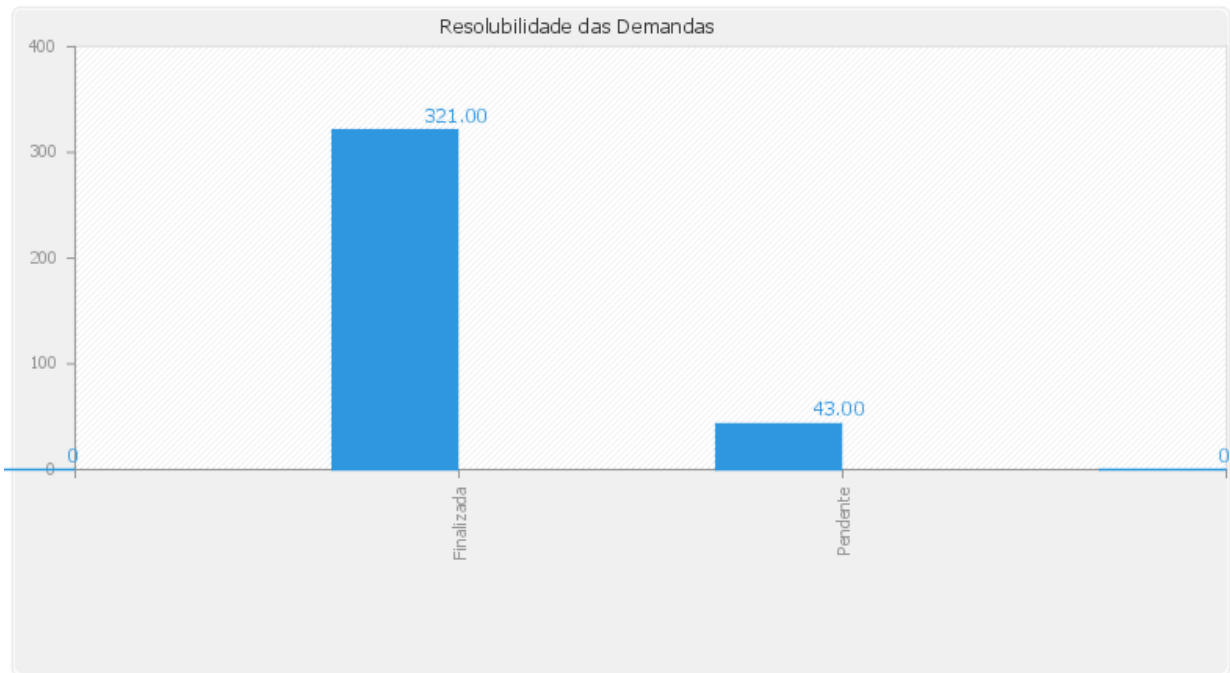


Tabela 7 - Perfil do Acadêmico:

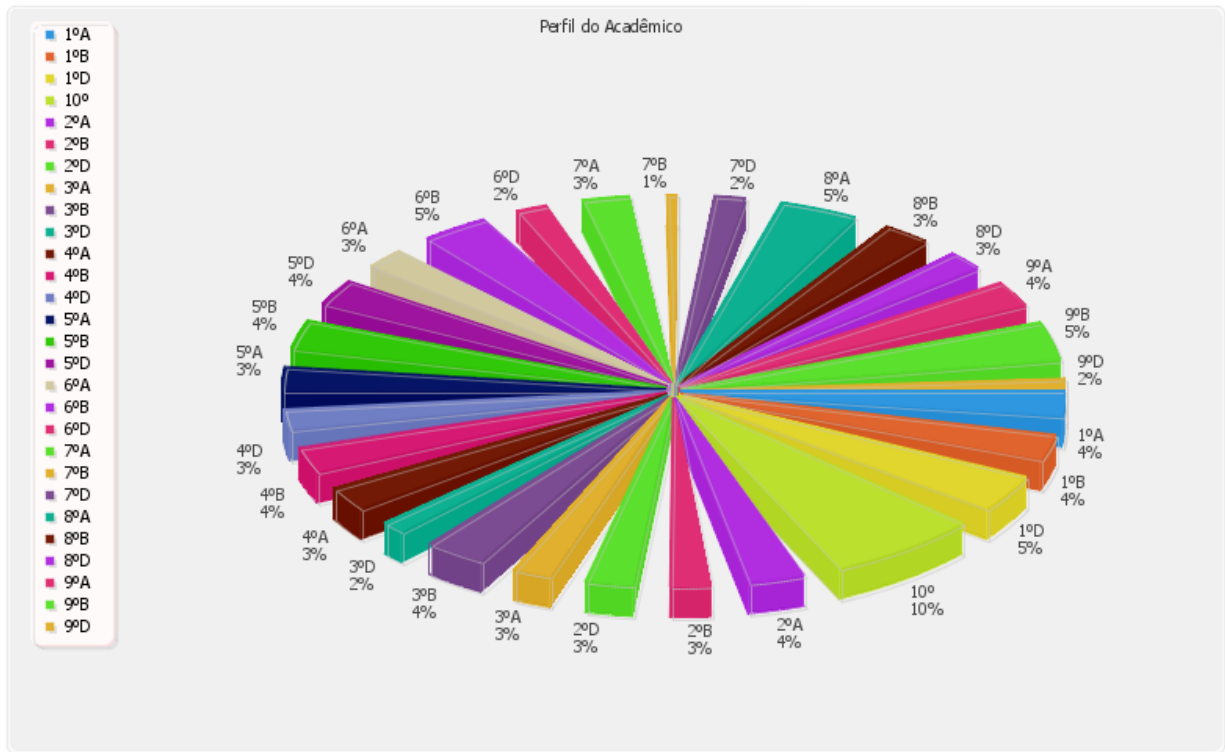
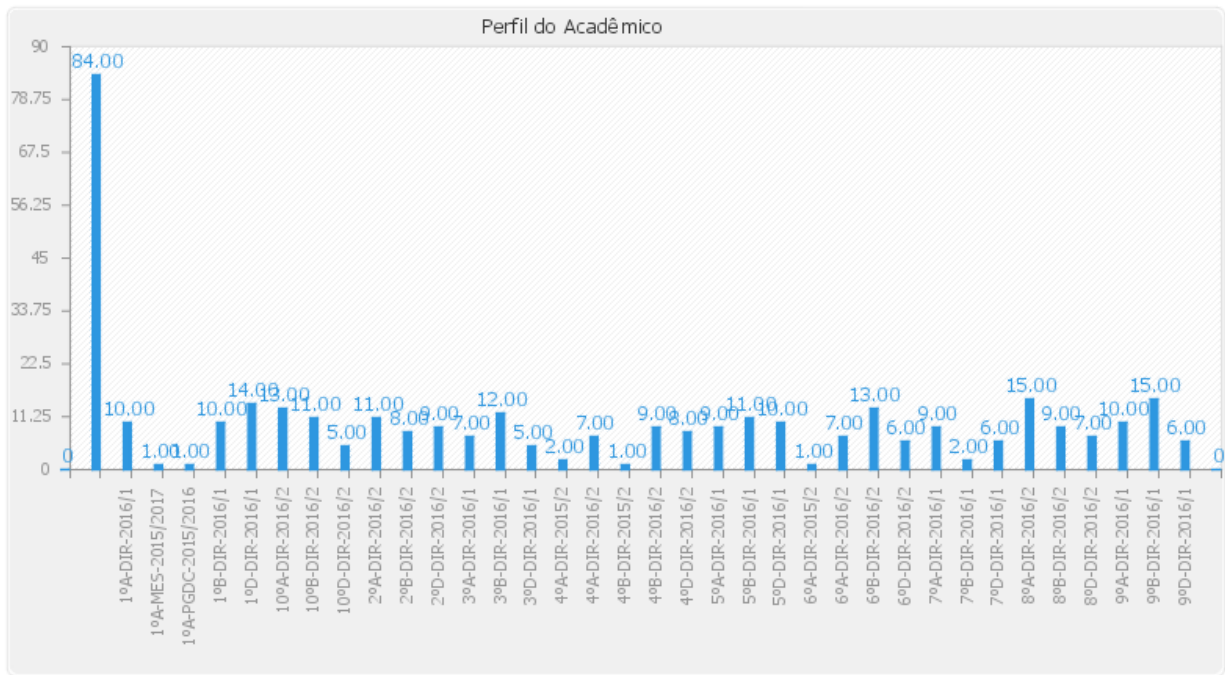


Tabela 8 - Demandas por departamento: