



Área do Colaborador Administrativo
Demandas da Ouvidoria:

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Período de Geração do Relatório Semestral:

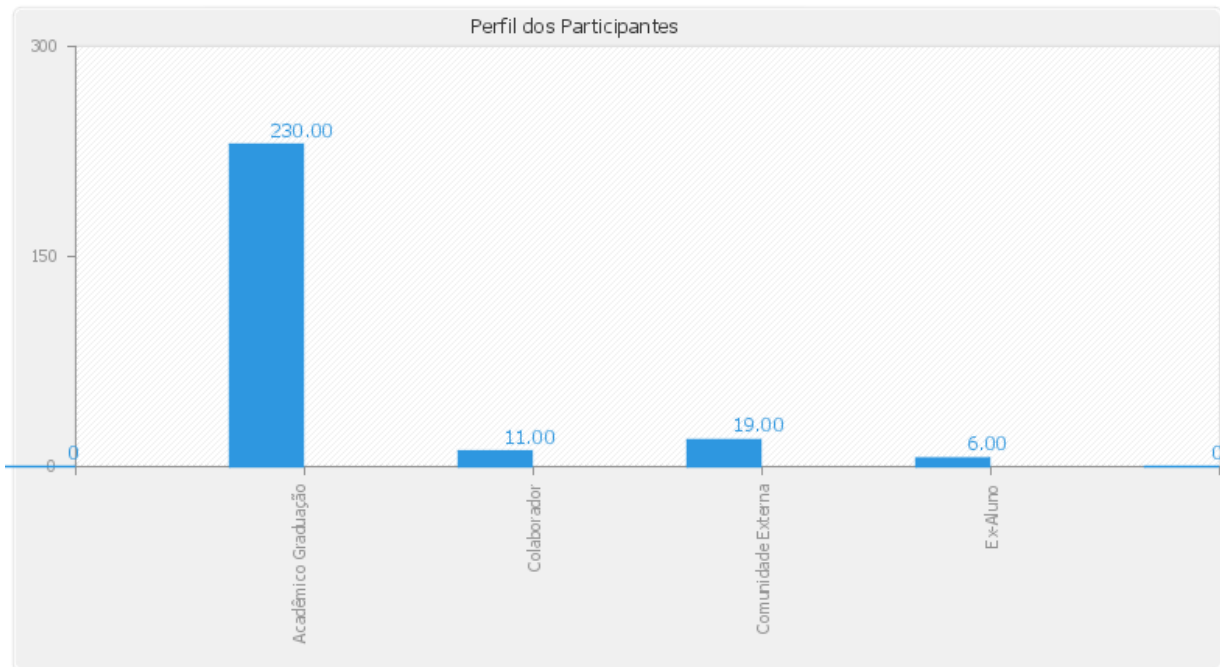
Exibir



1º Semestre 2016

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	230	86,466
Colaborador	11	4,135
Comunidade Externa	19	7,143
Ex-Aluno	6	2,256
Total:	266	100



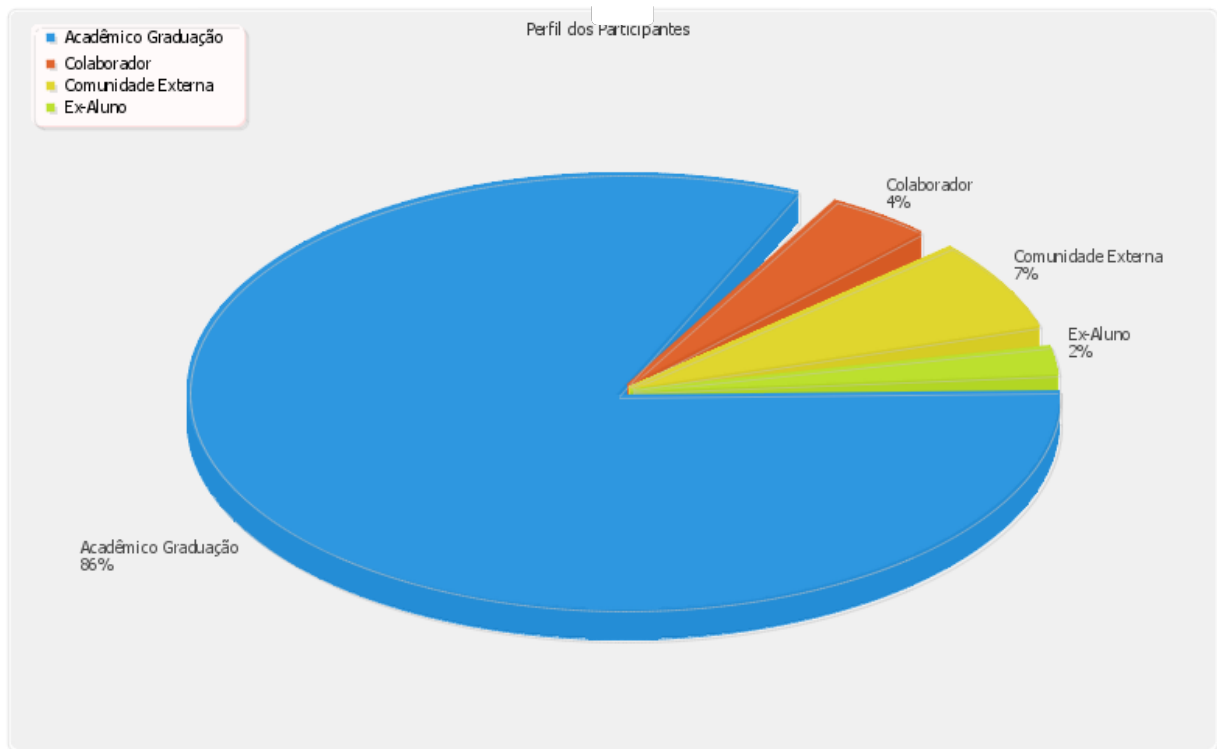
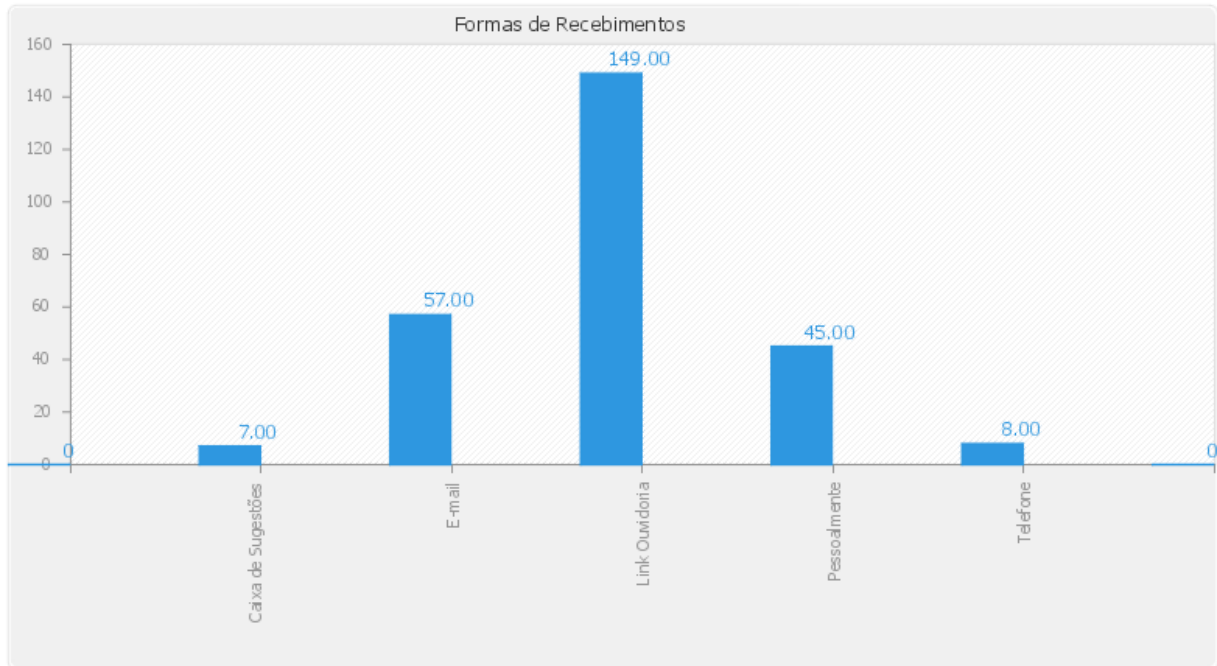


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	7	2,632
E-mail	57	21,429
Link Ouvidoria	149	56,015
Pessoalmente	45	16,917
Telefone	8	3,008
Total:	266	100



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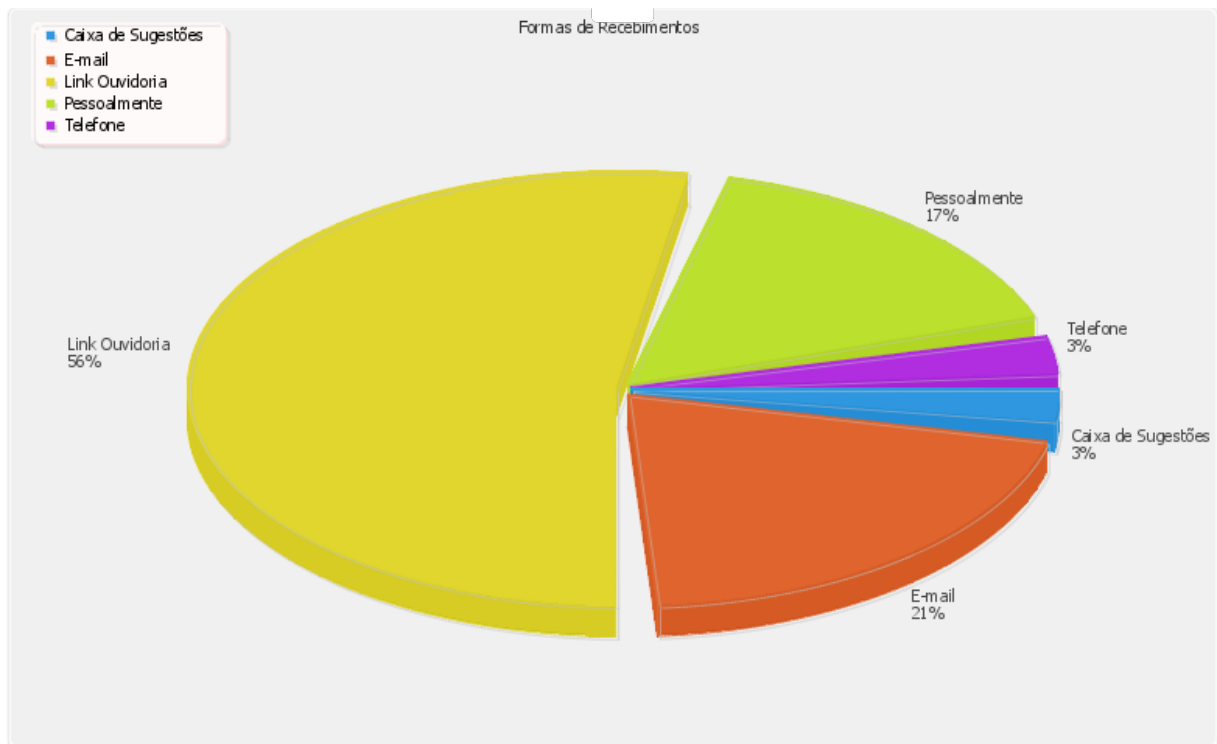
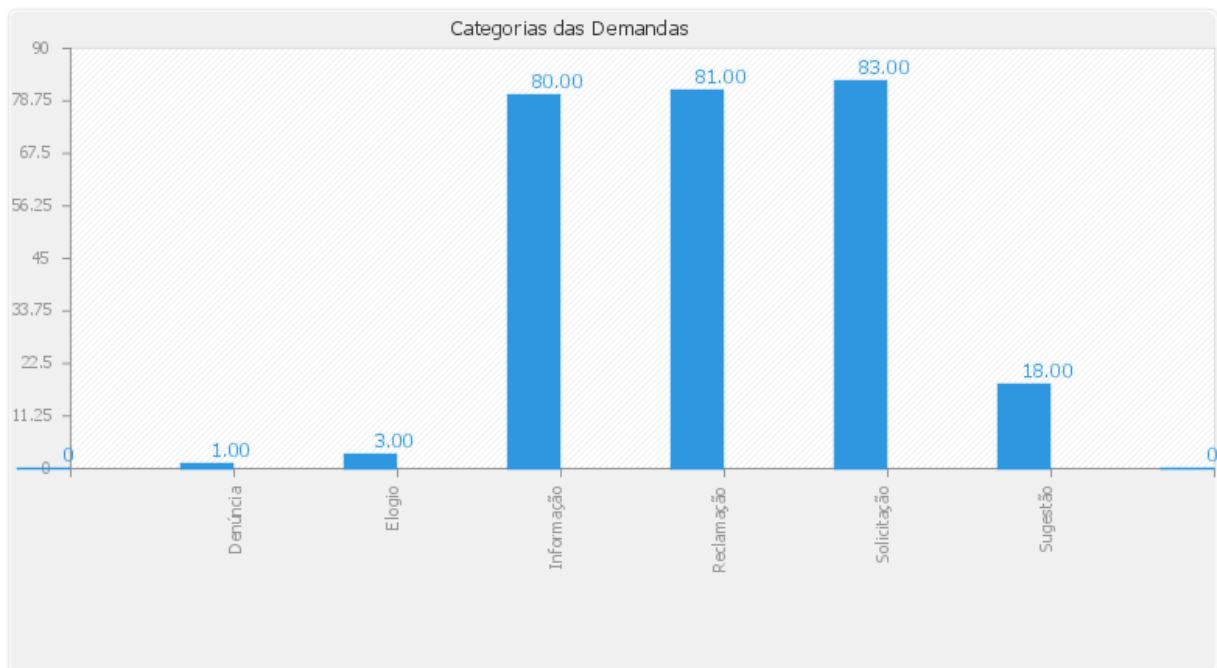
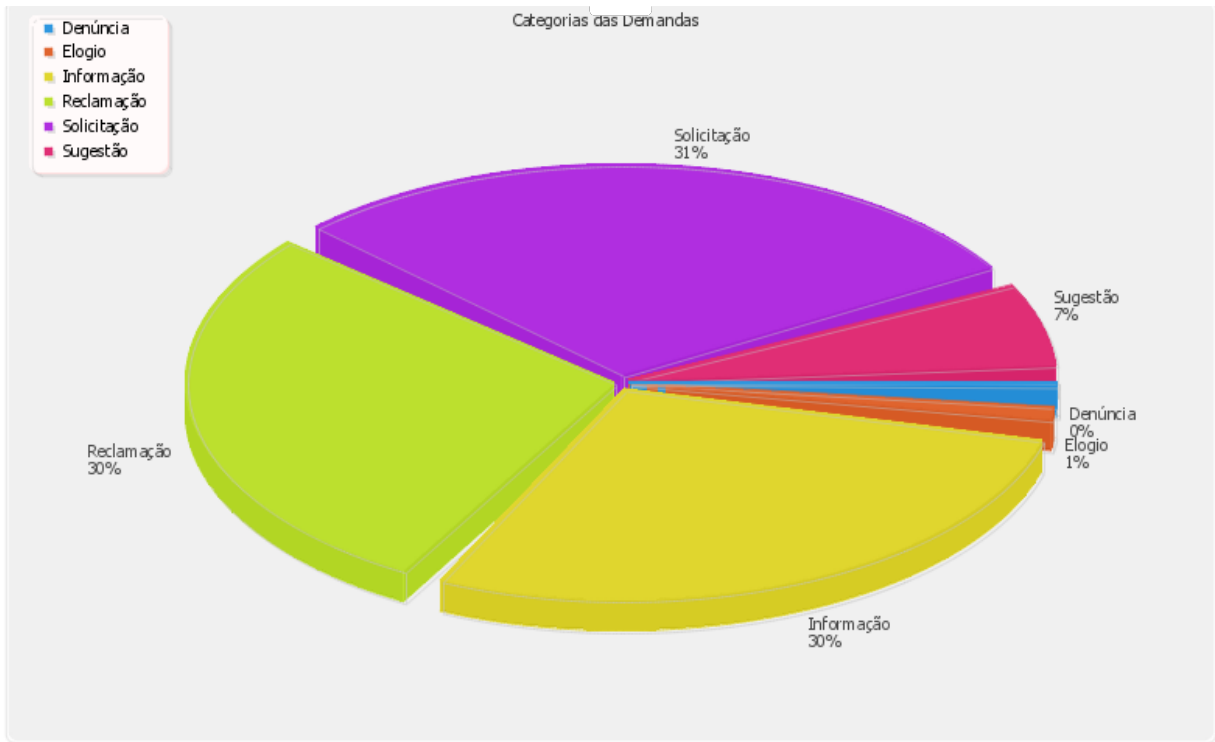


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Denúncia	1	0,376
Elogio	3	1,128
Informação	80	30,075
Reclamação	81	30,451
Solicitação	83	31,203
Sugestão	18	6,767
Total:	266	100



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Comparação com o mesmo período do ano anterior

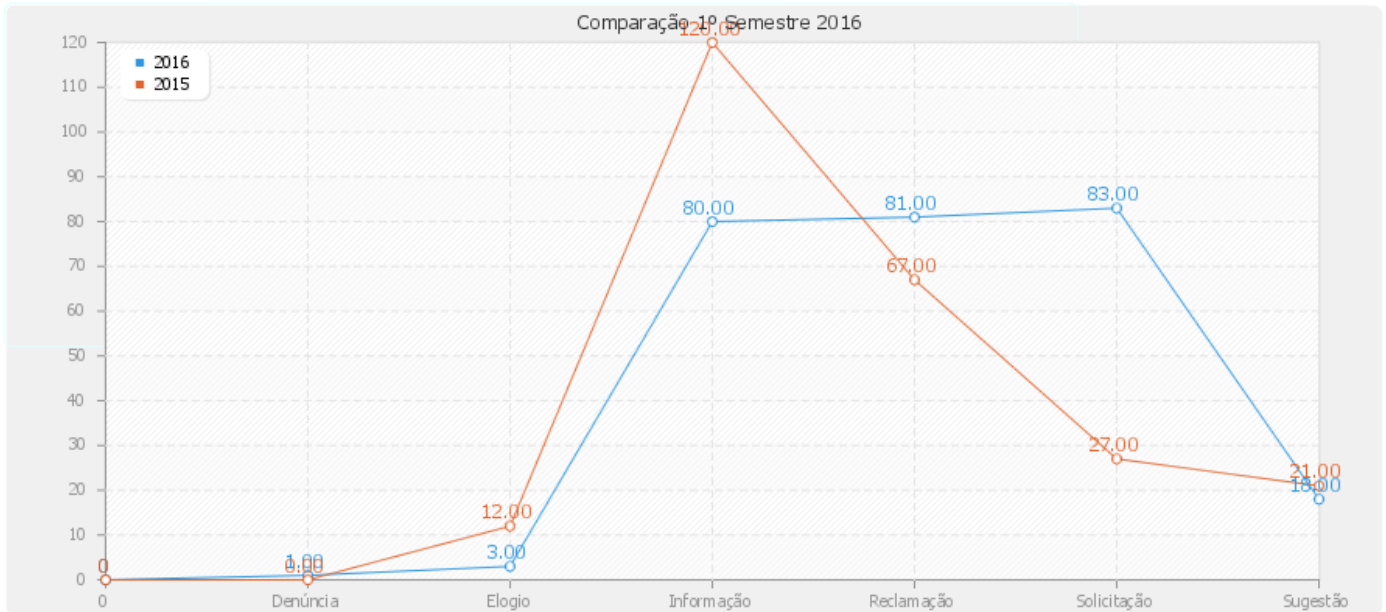
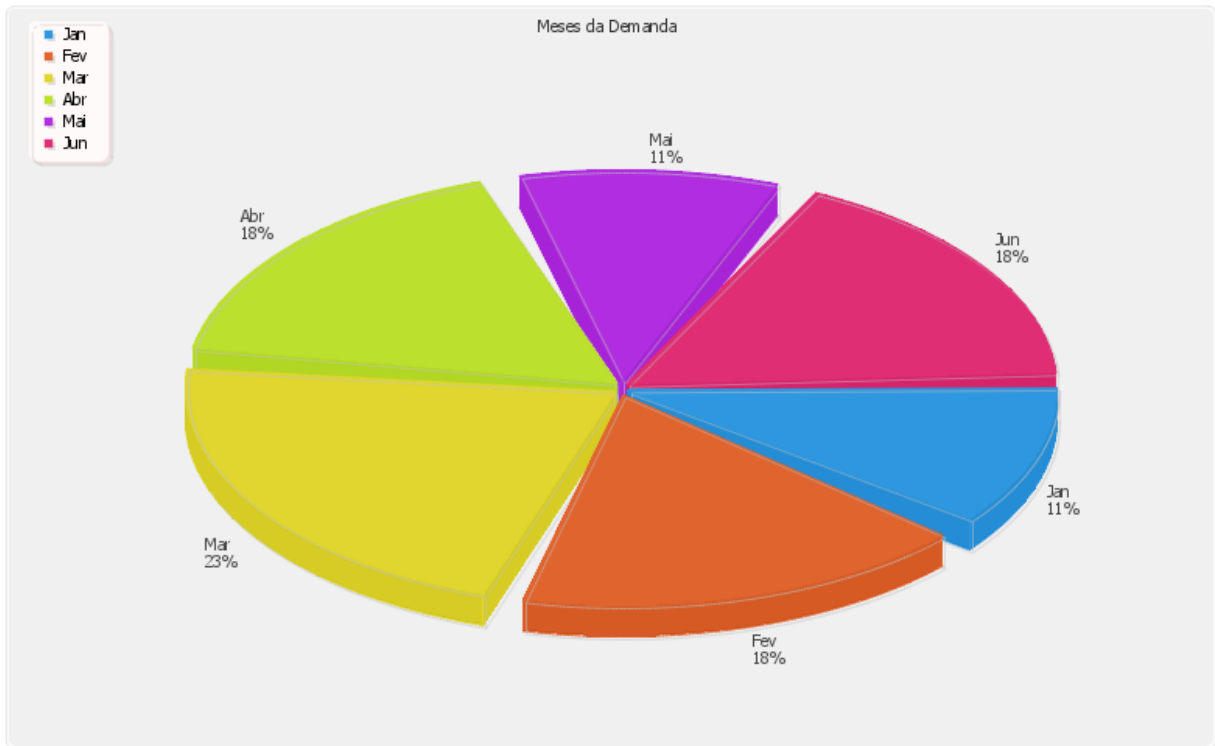
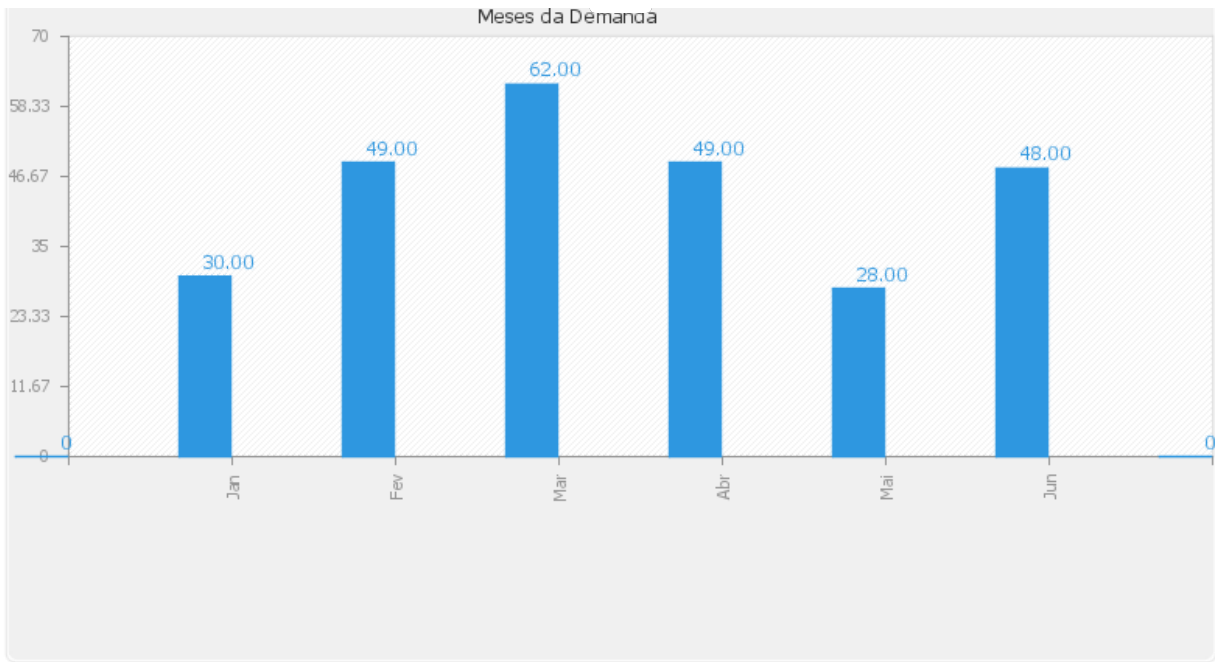


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jan	30	11,278
Fev	49	18,421
Mar	62	23,308
Abr	49	18,421
Mai	28	10,526
Jun	48	18,045
Total:	266	100

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Comparação com o mesmo período do ano anterior

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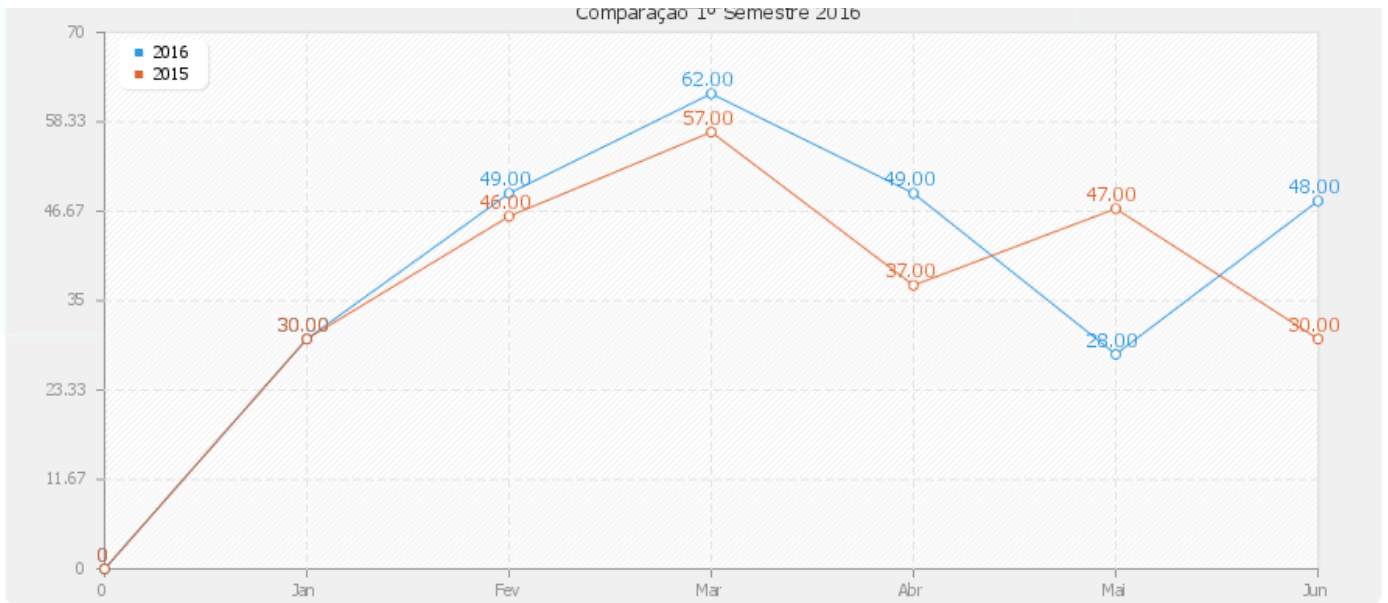
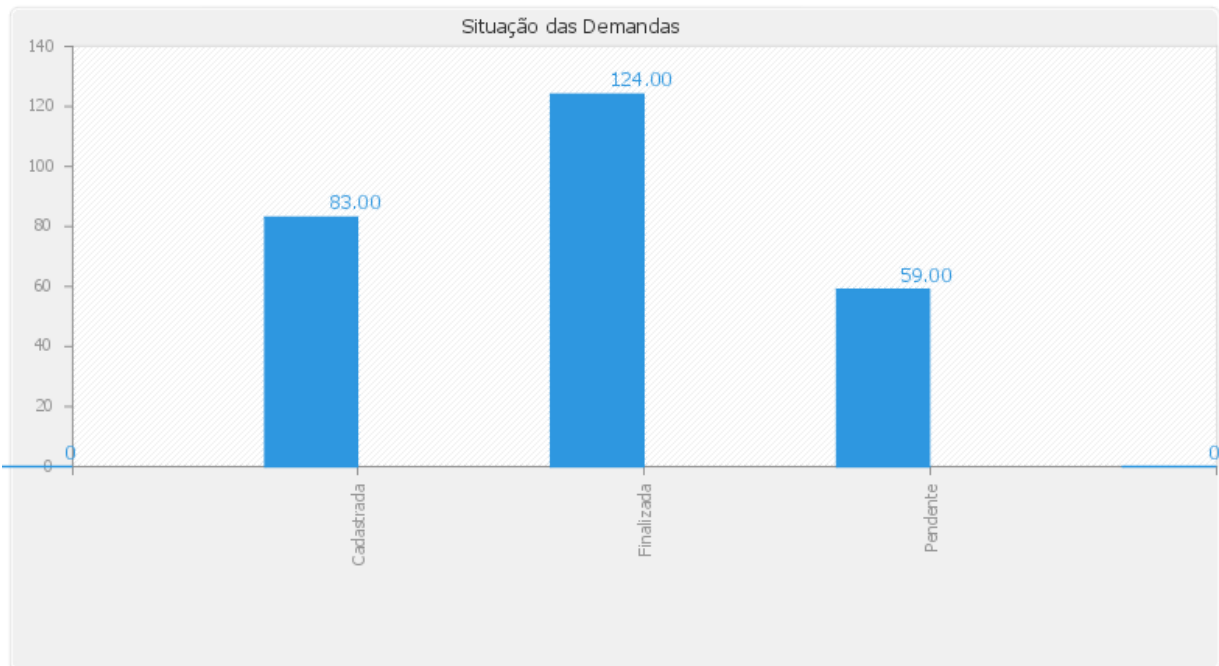
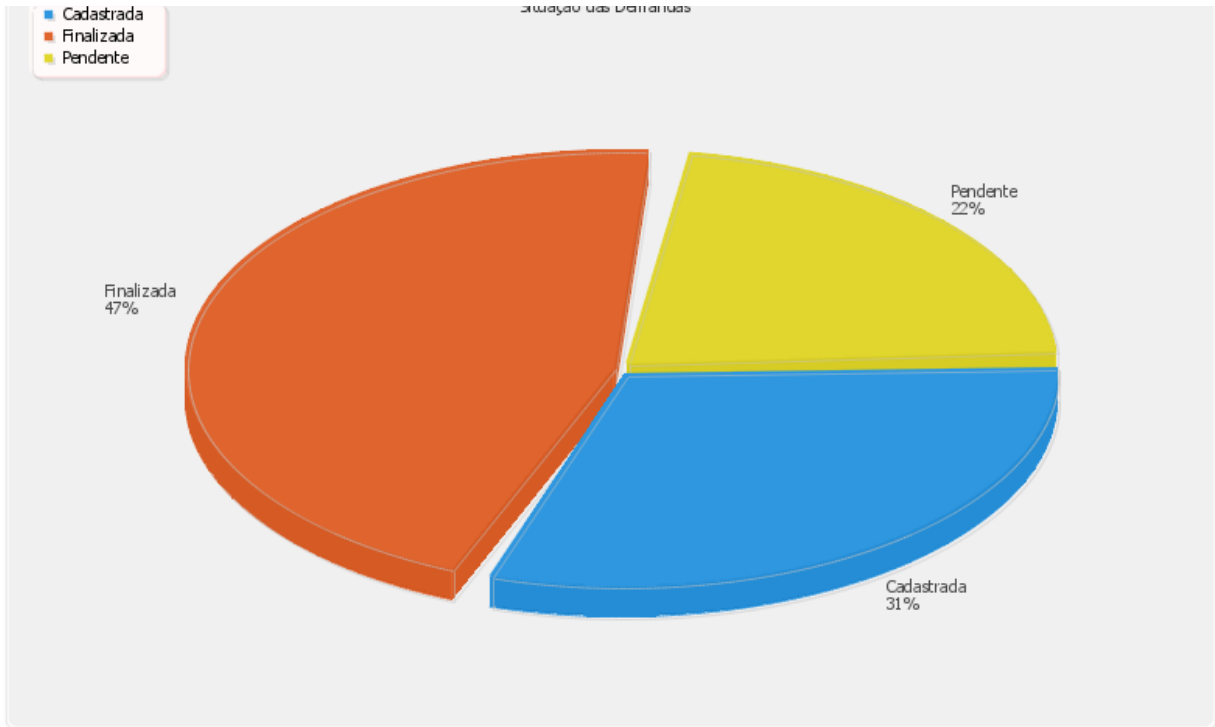


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	83	31,203
Finalizada	124	46,617
Pendente	59	22,180
Total:	266	100



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Comparação com o mesmo período do ano anterior

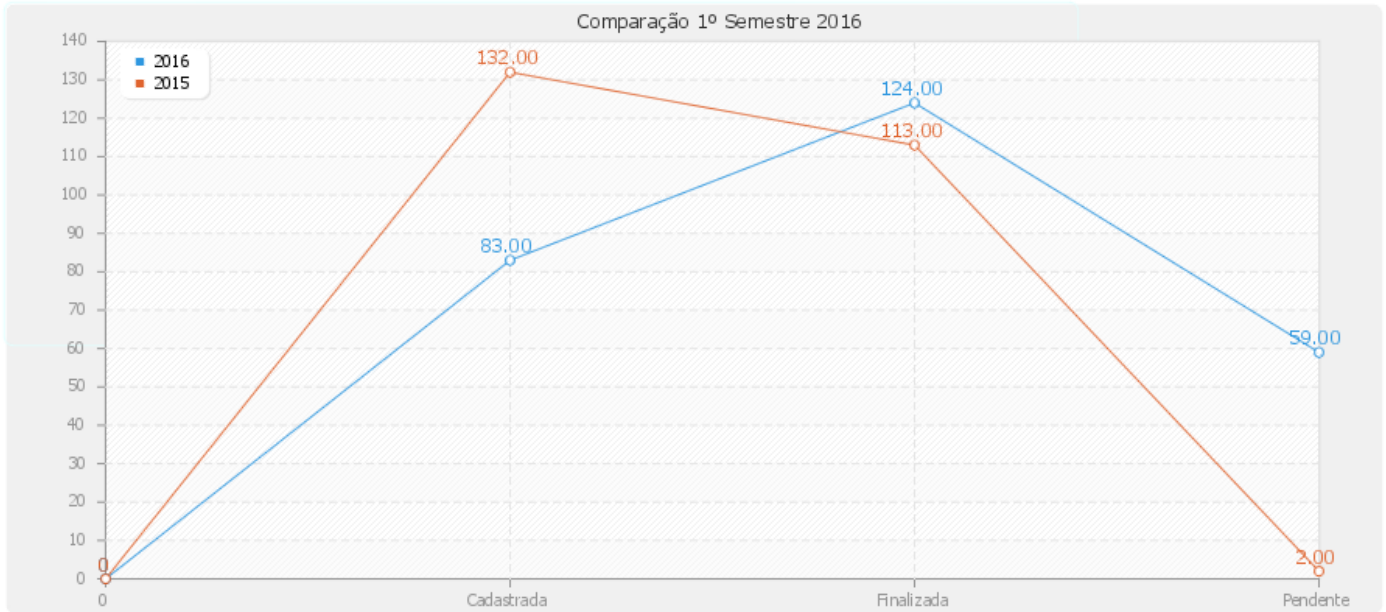


Tabela 6 - Tabela de Resolubilidade:

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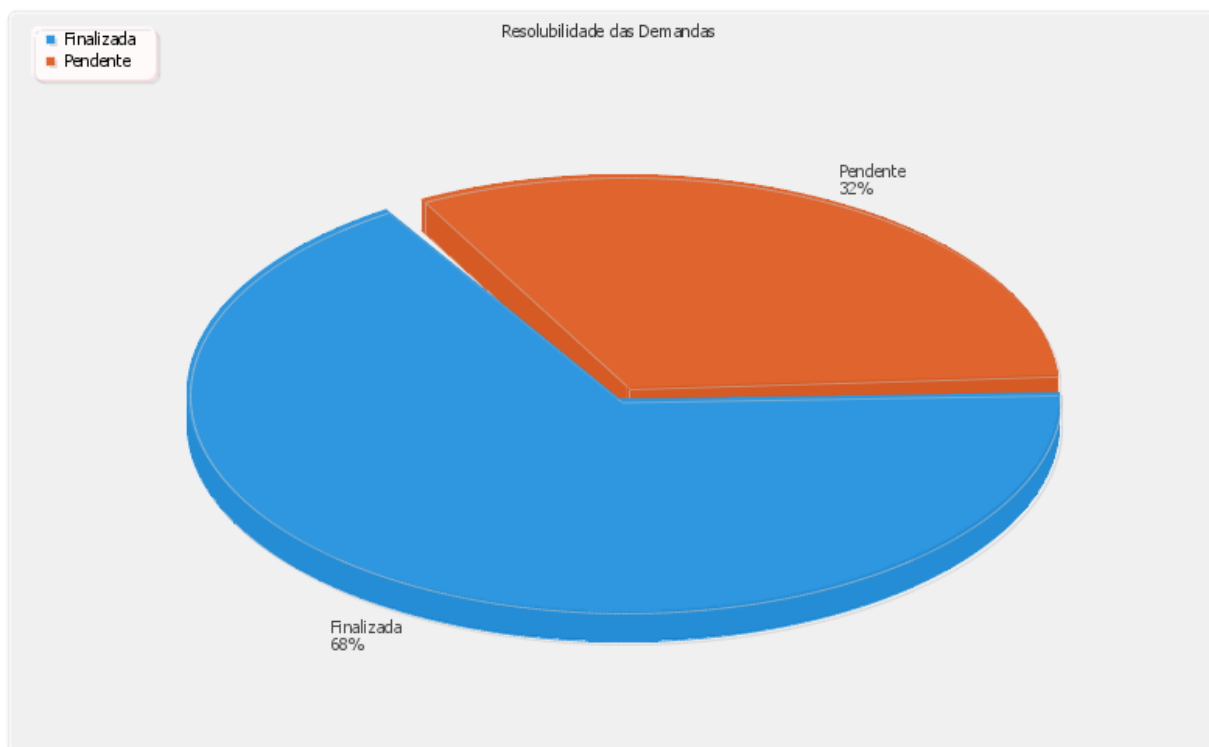
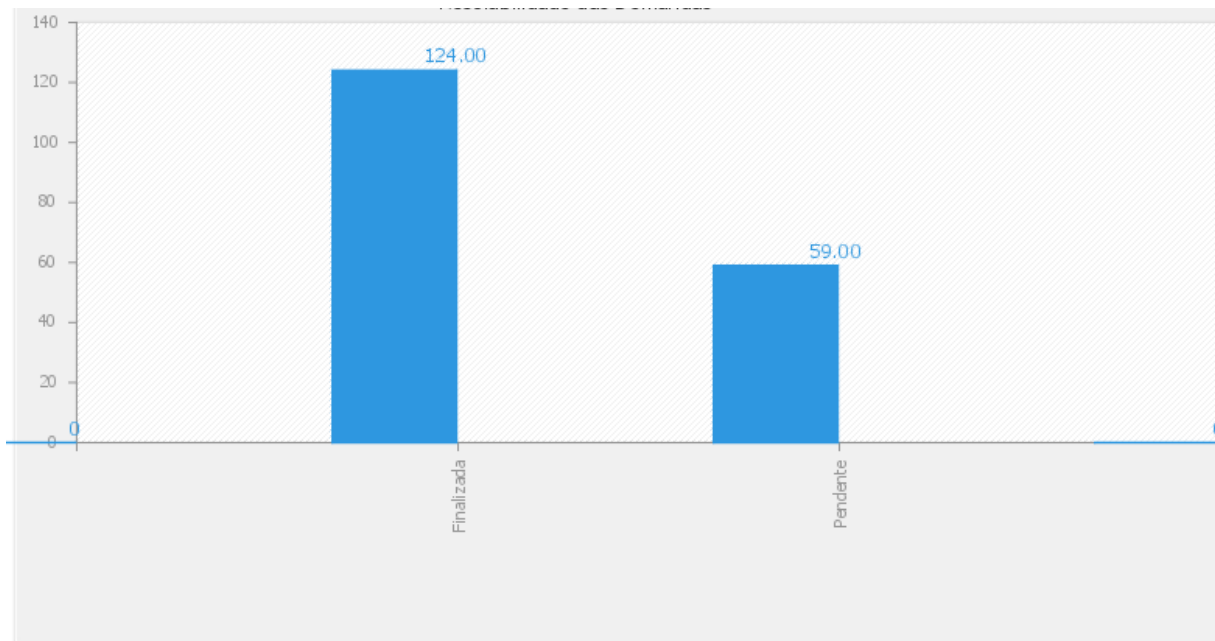


Tabela 7 - Perfil do Acadêmico:

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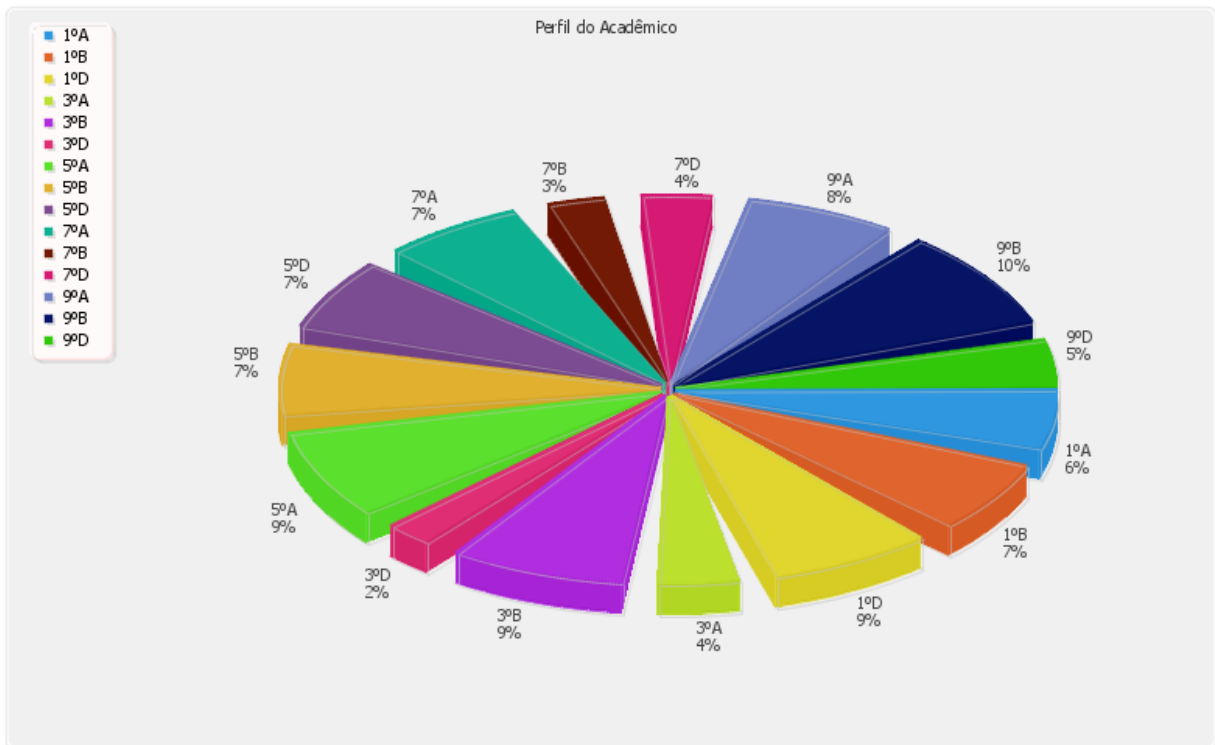
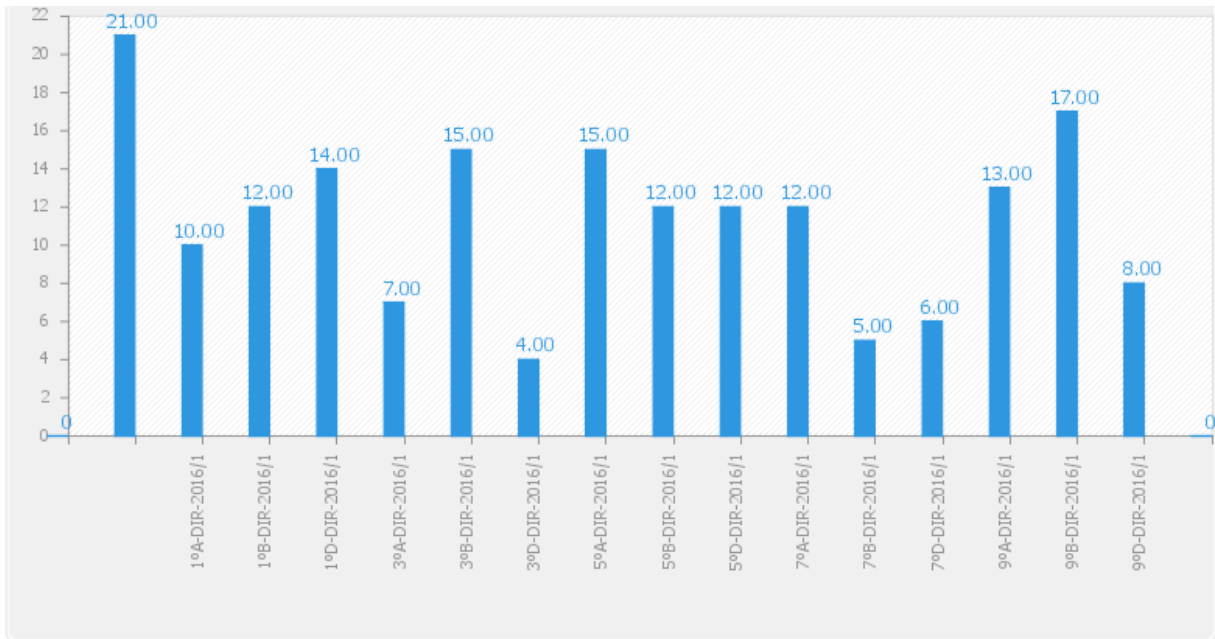


Tabela 8 - Demandas por departamento:

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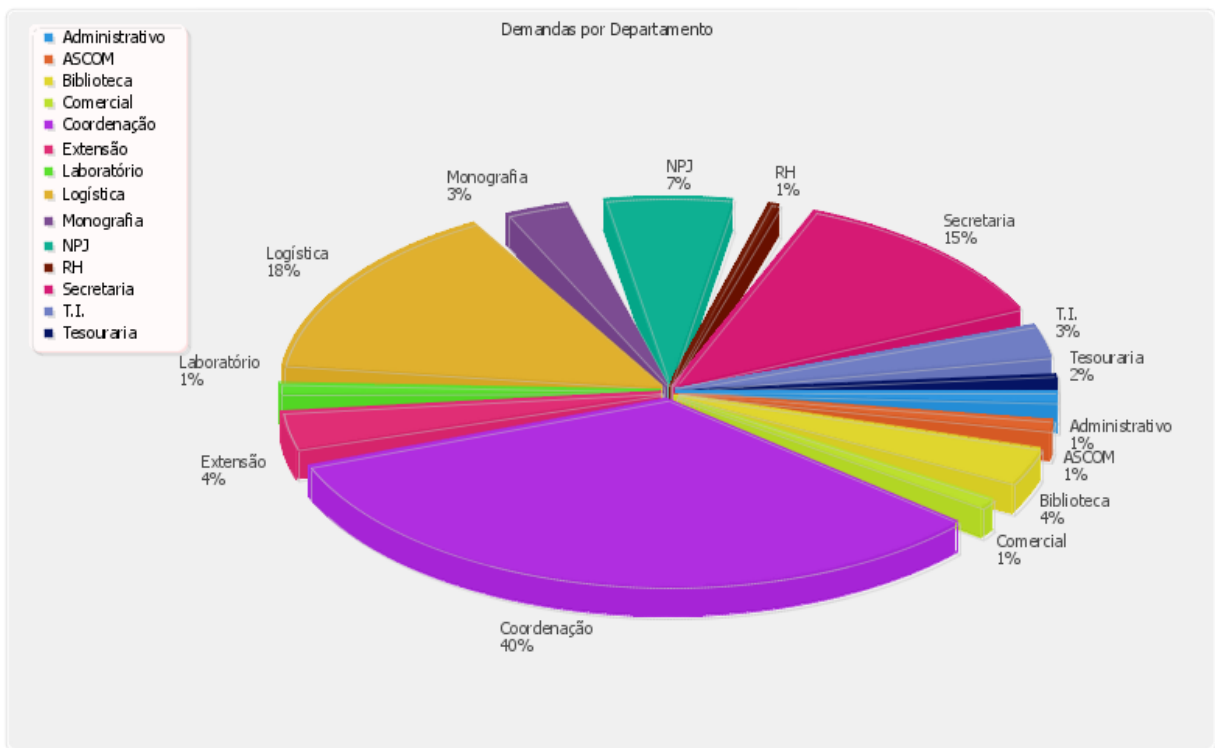
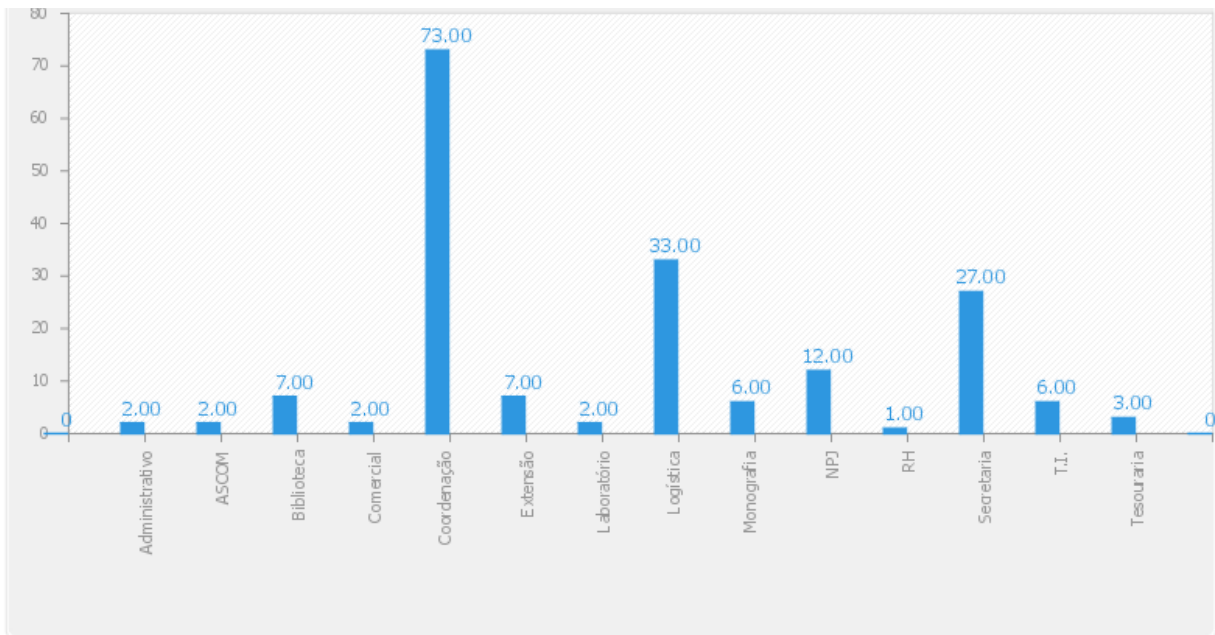


Tabela 9 - Reclamações por departamento:

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