



Área do Colaborador Administrativo
Demandas da Ouvidoria:

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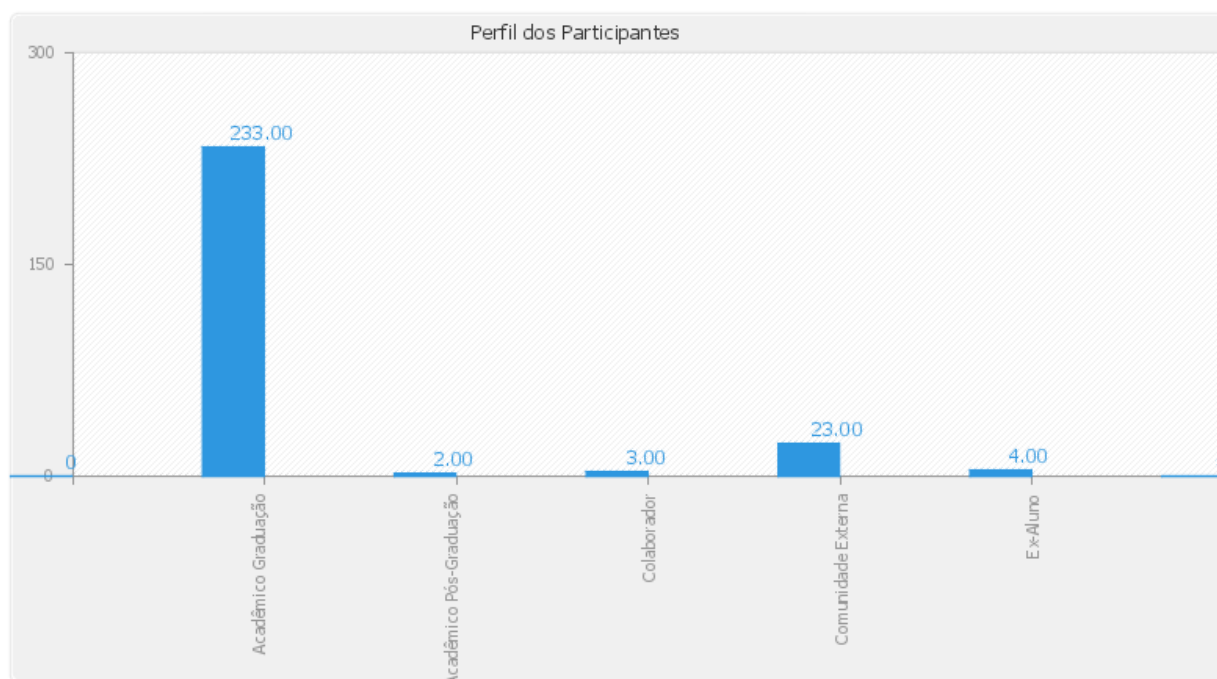
Período de Geração do Relatório Semestral:

Exibir

1º Semestre 2017

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	233	87,925
Acadêmico Pós-Graduação	2	0,755
Colaborador	3	1,132
Comunidade Externa	23	8,679
Ex-Aluno	4	1,509
Total:	265	100



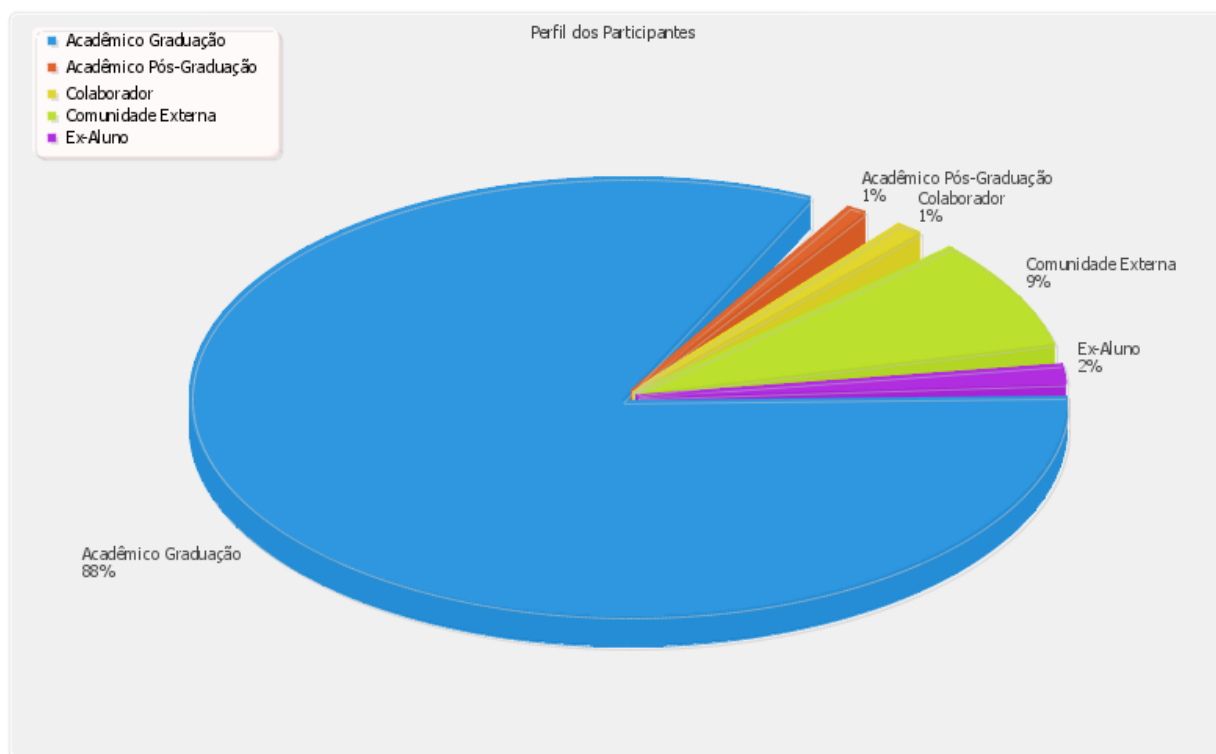
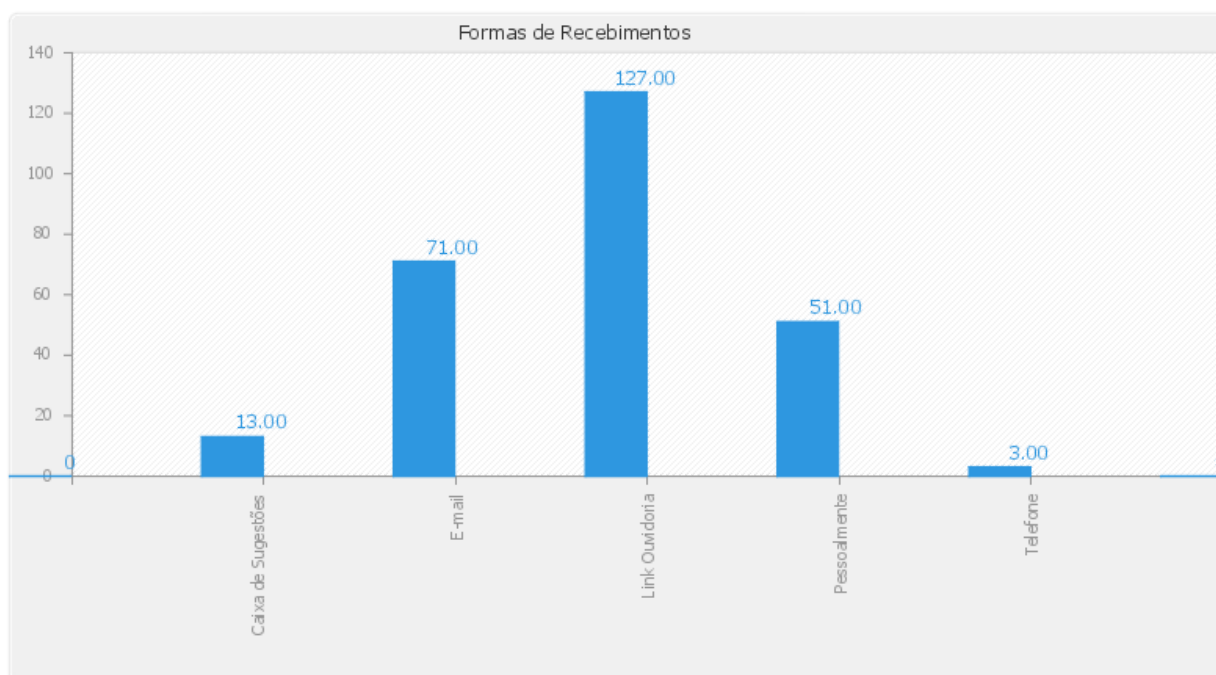


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	13	4,906
E-mail	71	26,792
Link Ouvidoria	127	47,925
Pessoalmente	51	19,245
Telefone	3	1,132
Total:	265	100



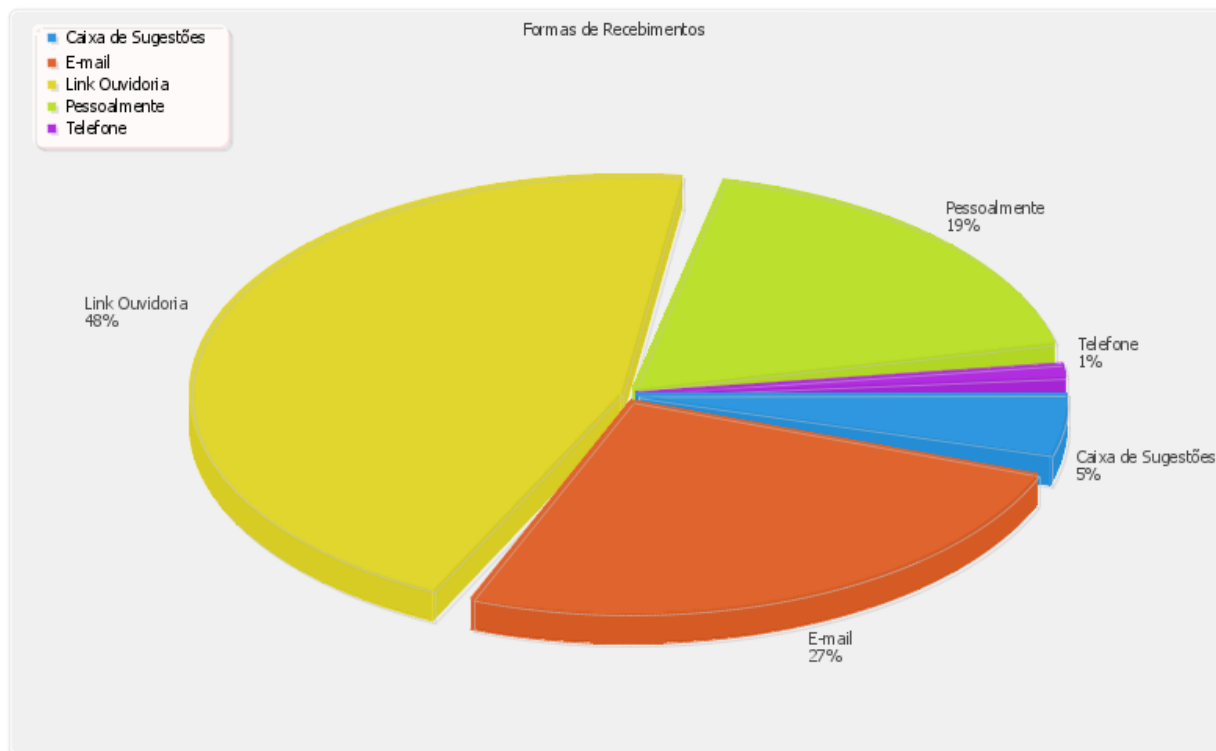
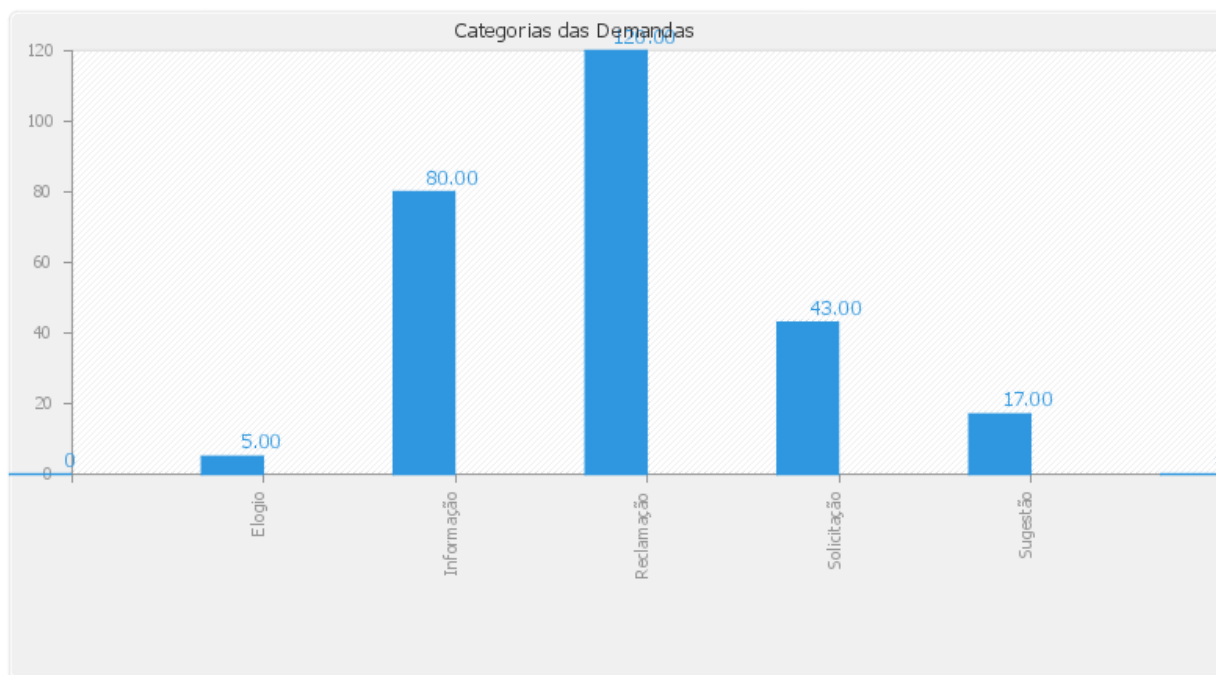
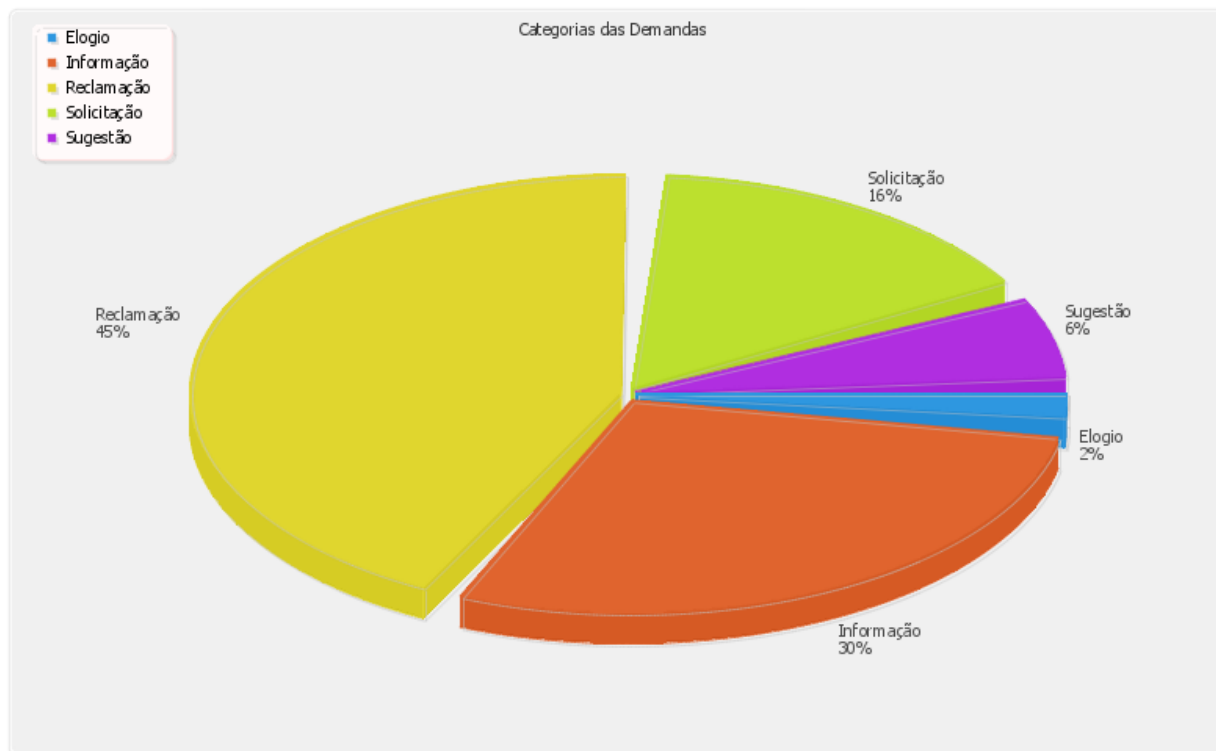


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Elogio	5	1,887
Informação	80	30,189
Reclamação	120	45,283
Solicitação	43	16,226
Sugestão	17	6,415
Total:	265	100





Comparação com o mesmo período do ano anterior

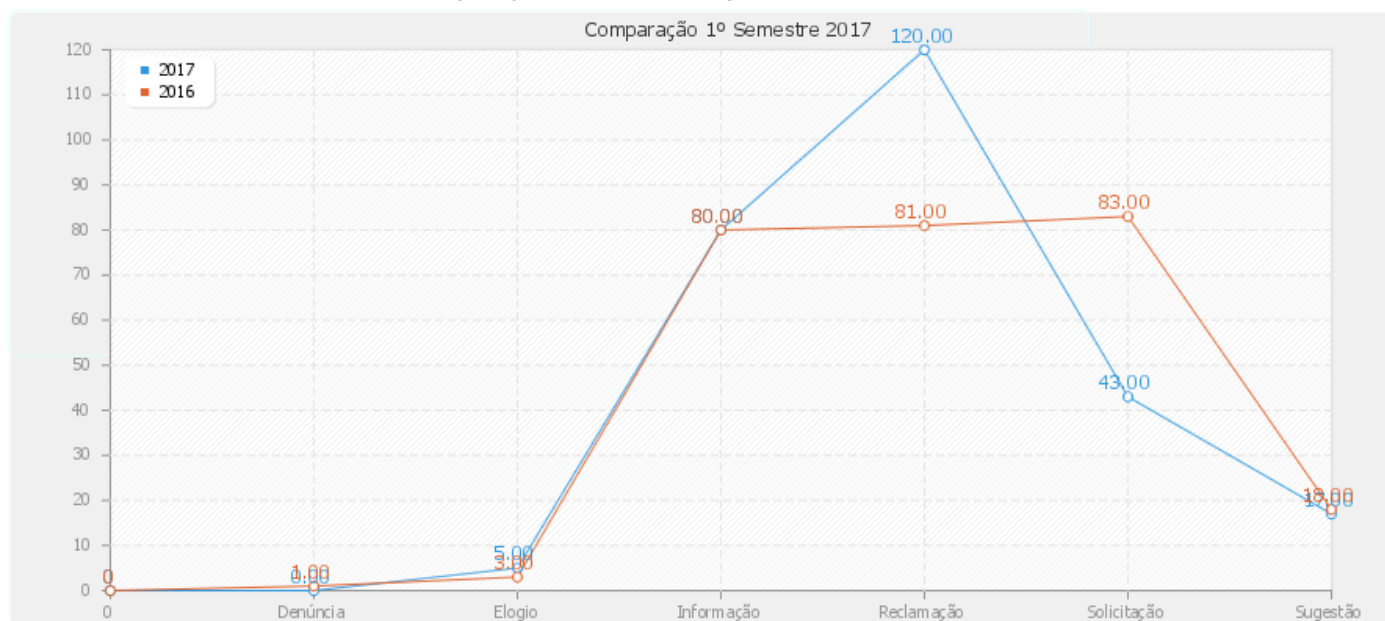
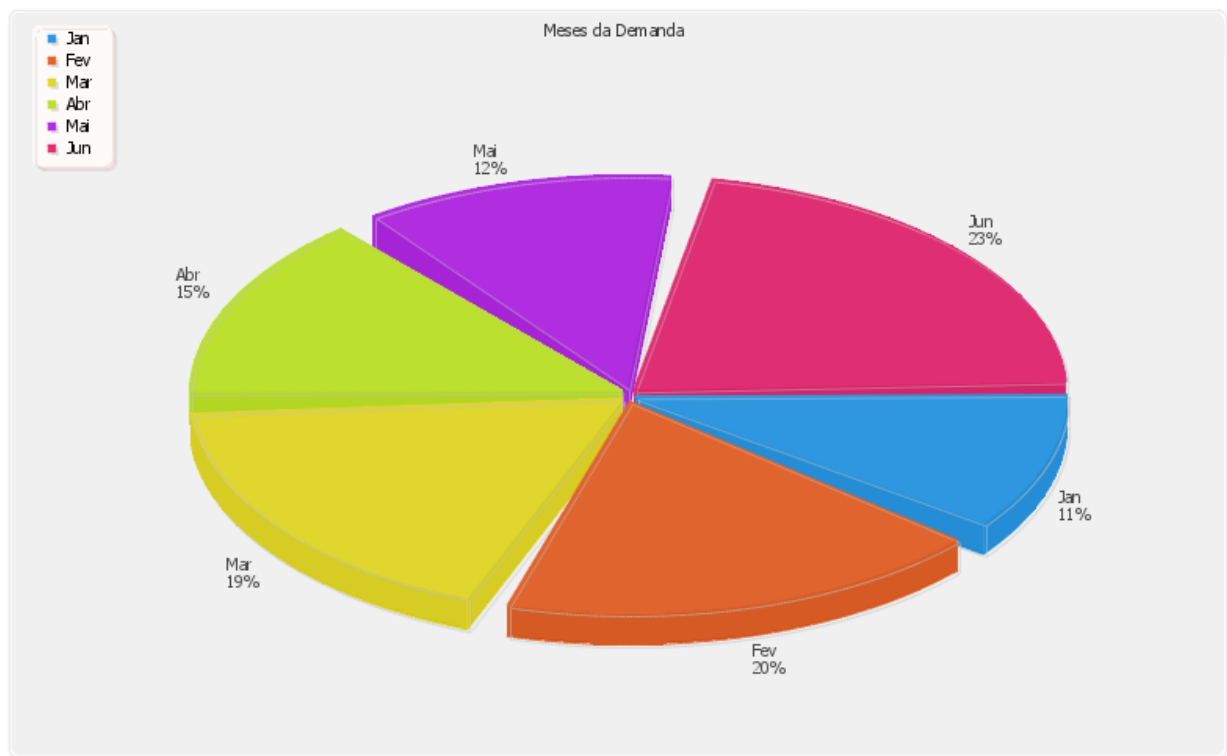
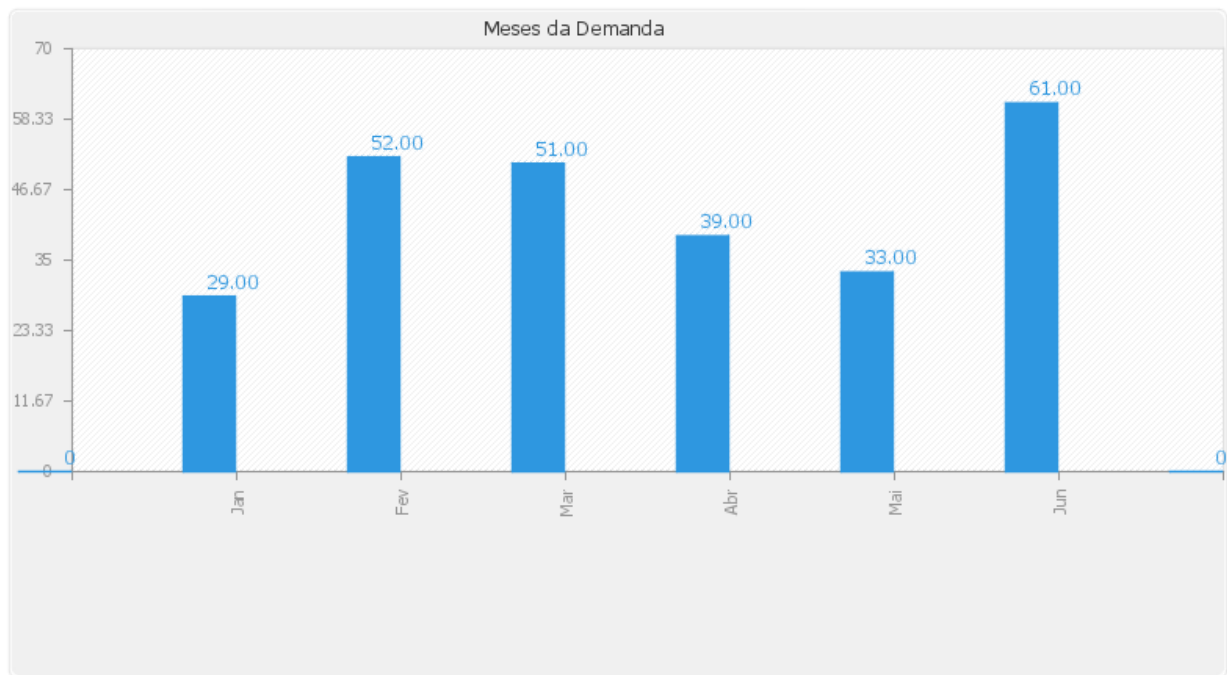


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jan	29	10,943
Fev	52	19,623
Mar	51	19,245
Abr	39	14,717
Mai	33	12,453
Jun	61	23,019
Total:	265	100



Comparação com o mesmo período do ano anterior

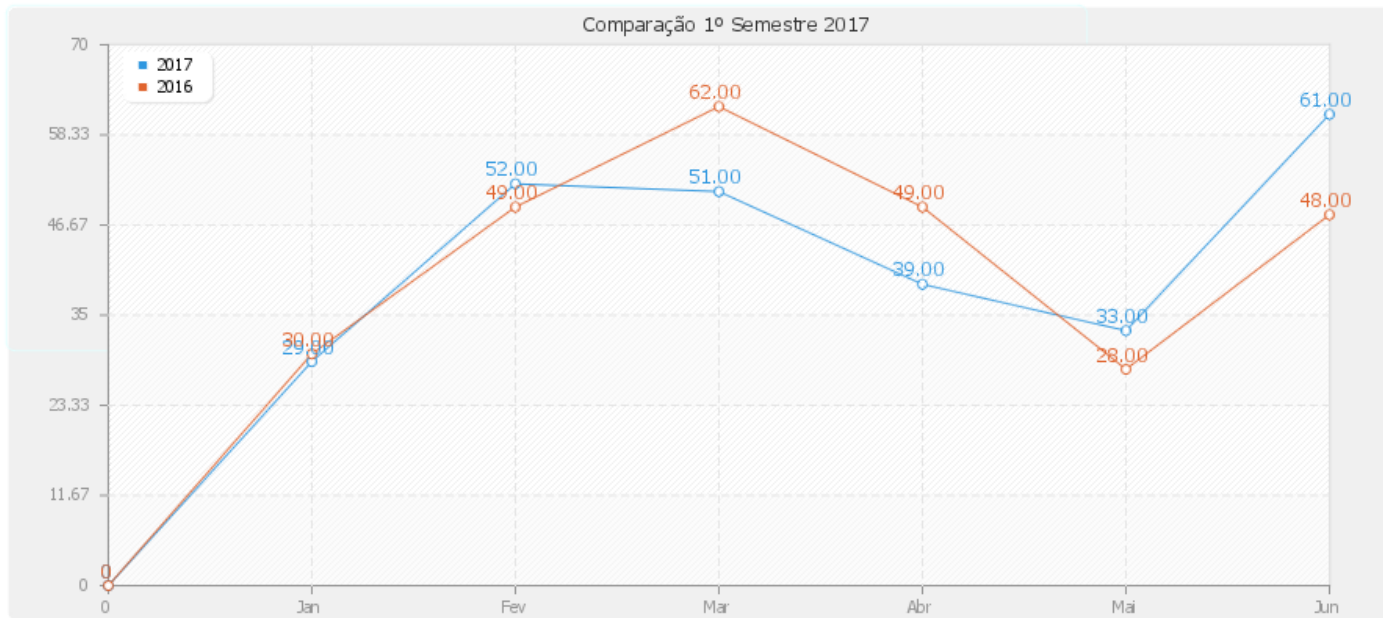
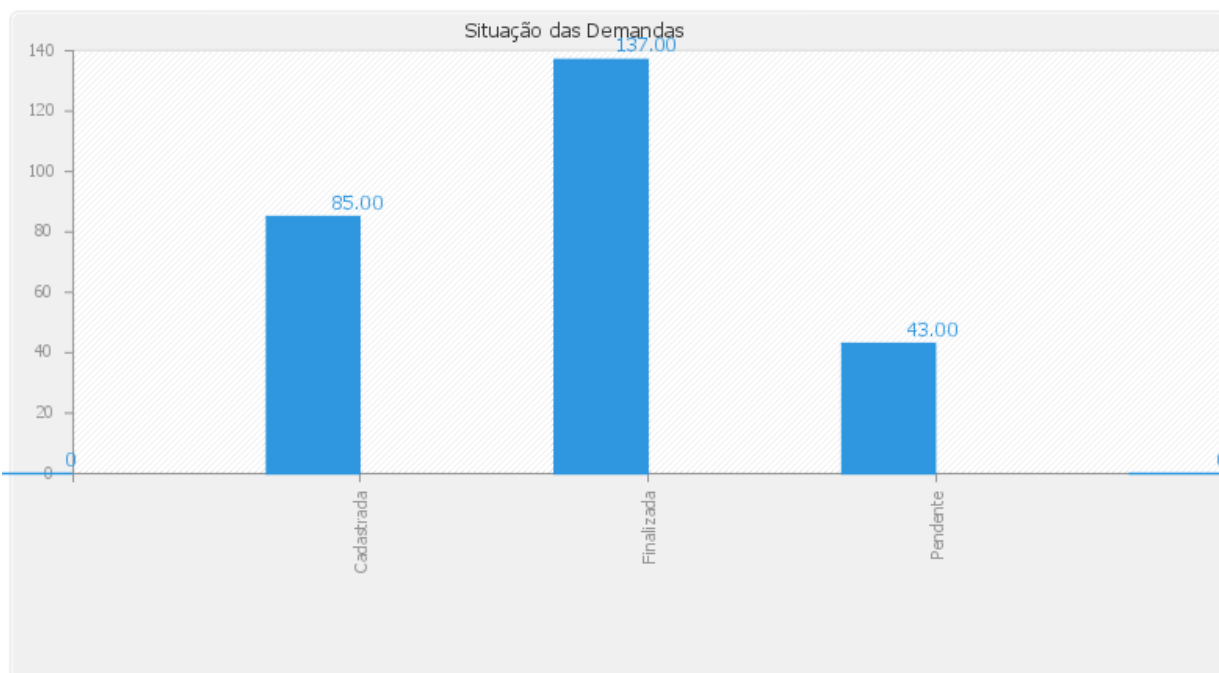
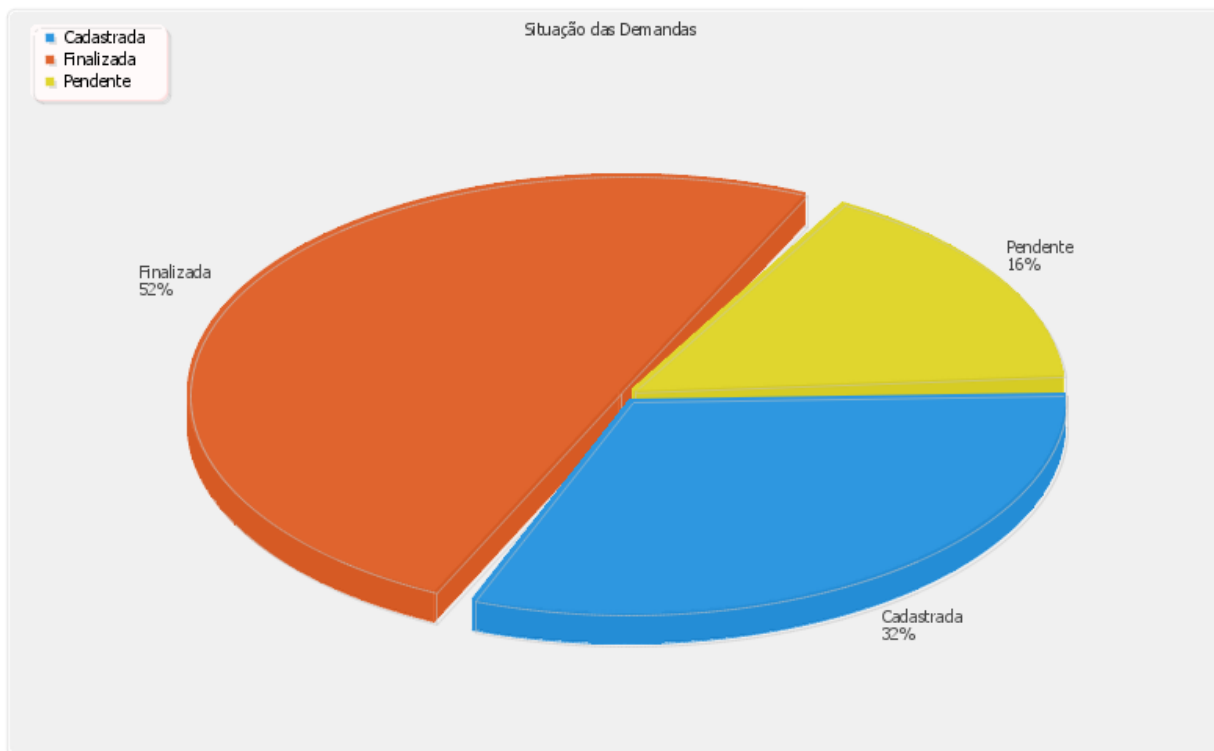


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	85	32,075
Finalizada	137	51,698
Pendente	43	16,226
Total:	265	100





Comparação com o mesmo período do ano anterior

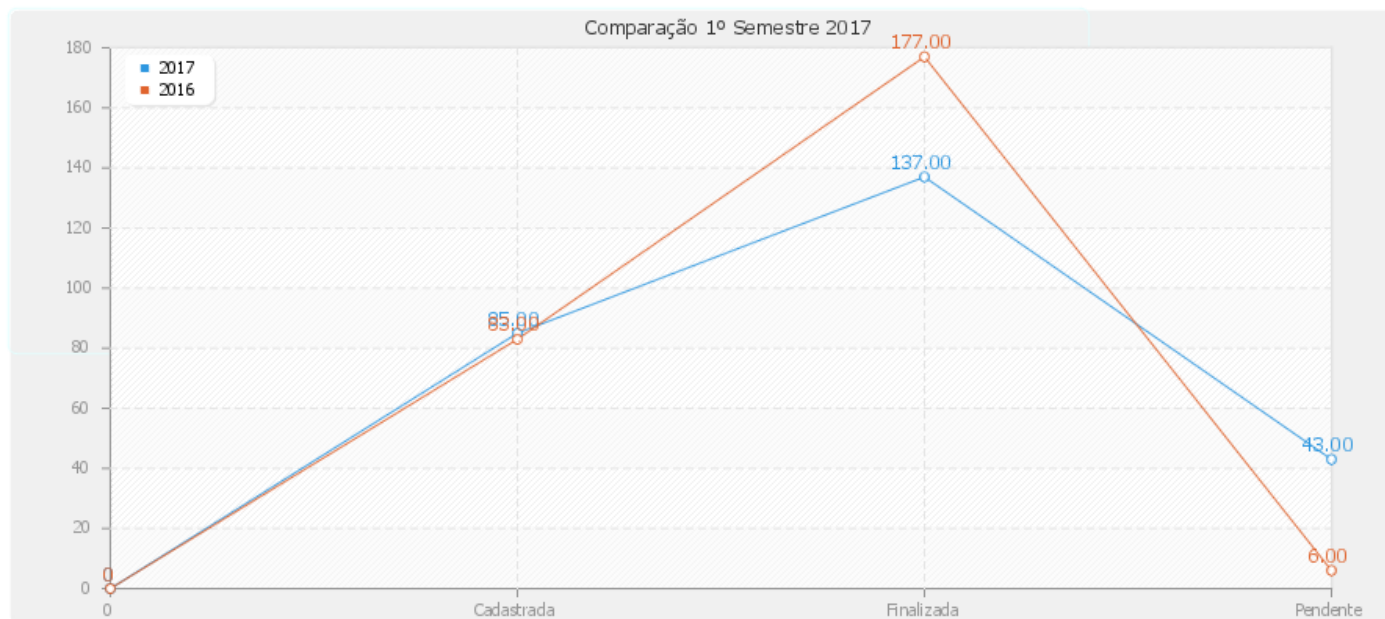


Tabela 6 - Tabela de Resolubilidade:

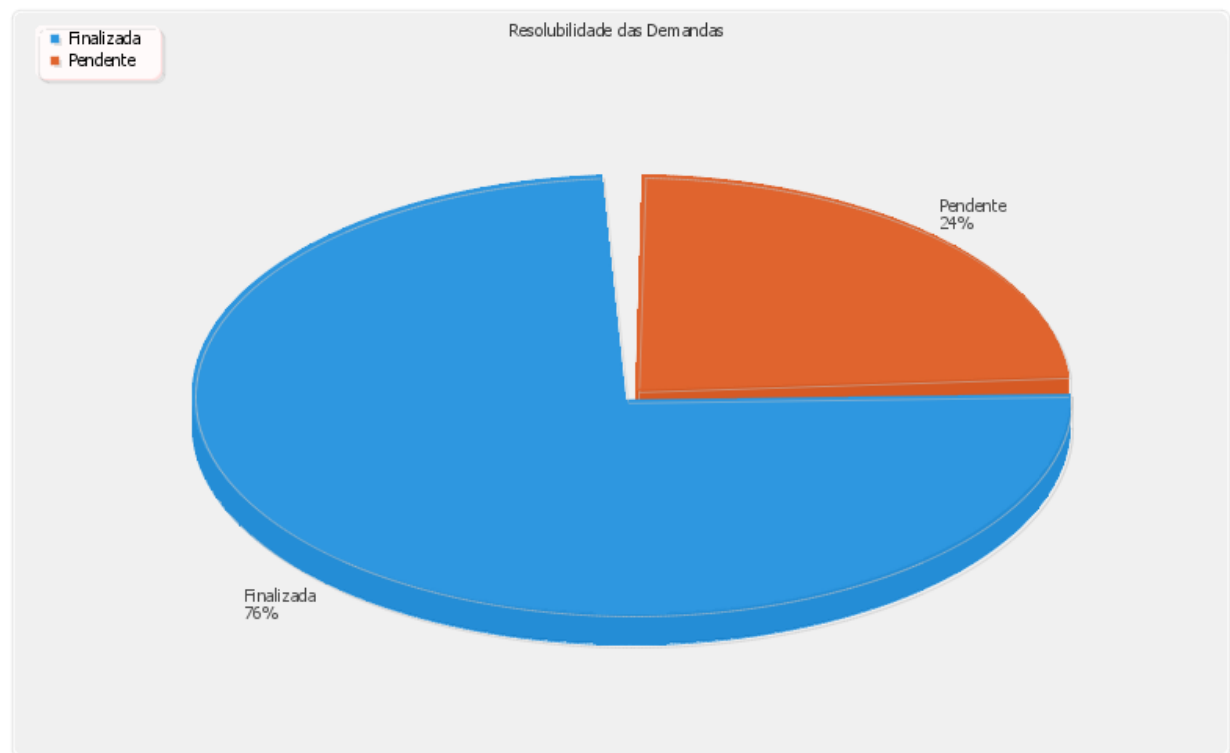
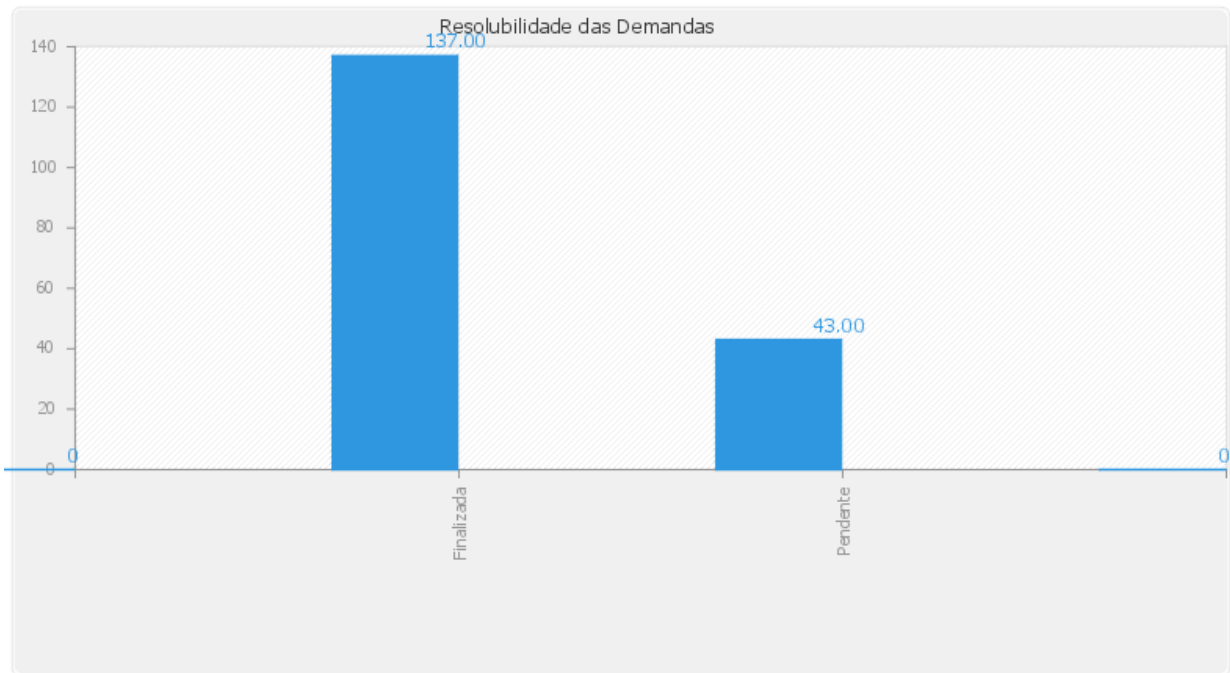


Tabela 7 - Perfil do Acadêmico:

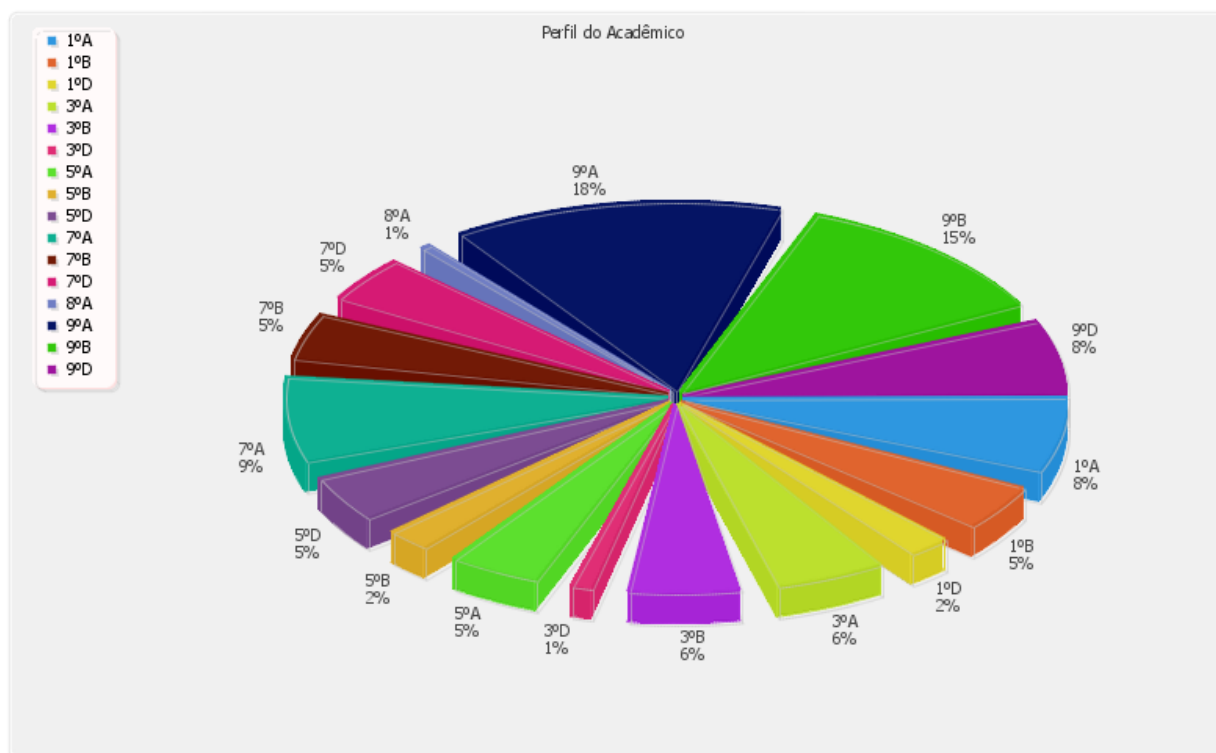
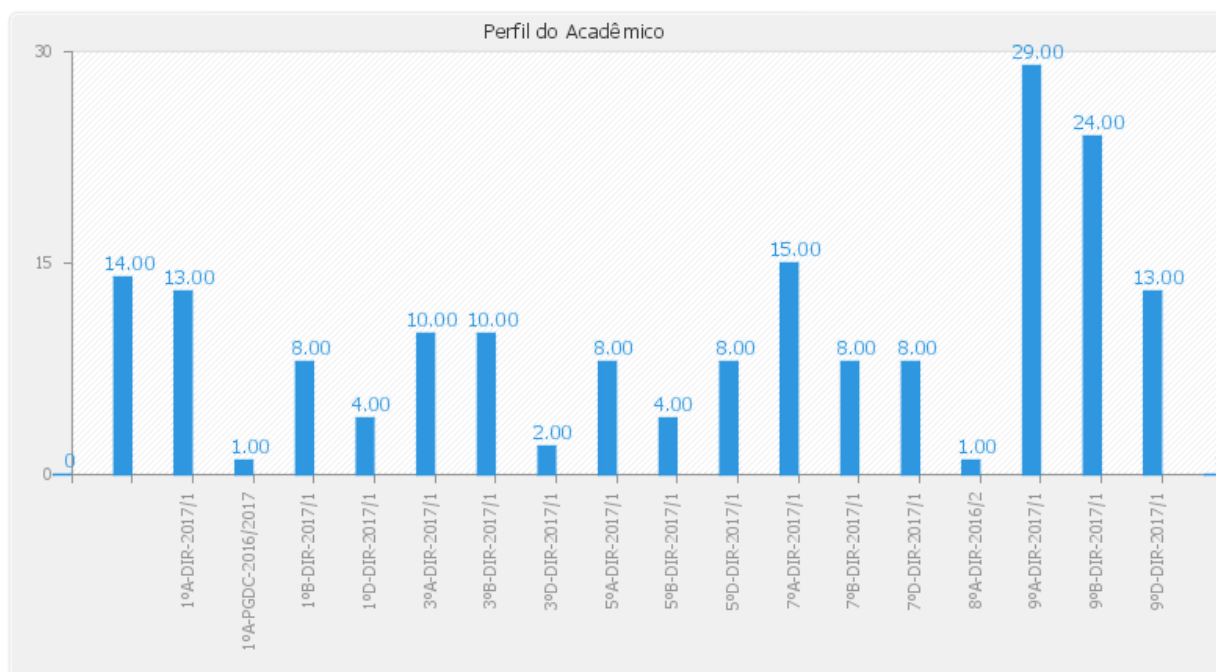


Tabela 8 - Demandas por departamento:

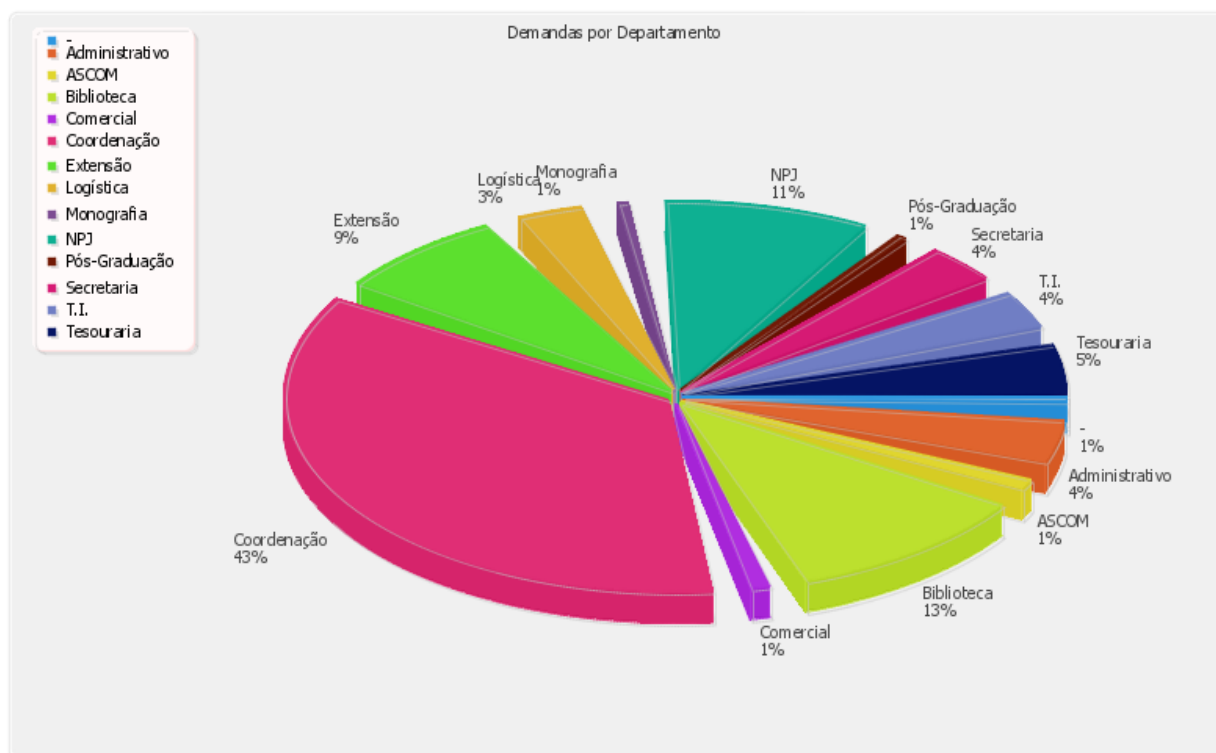
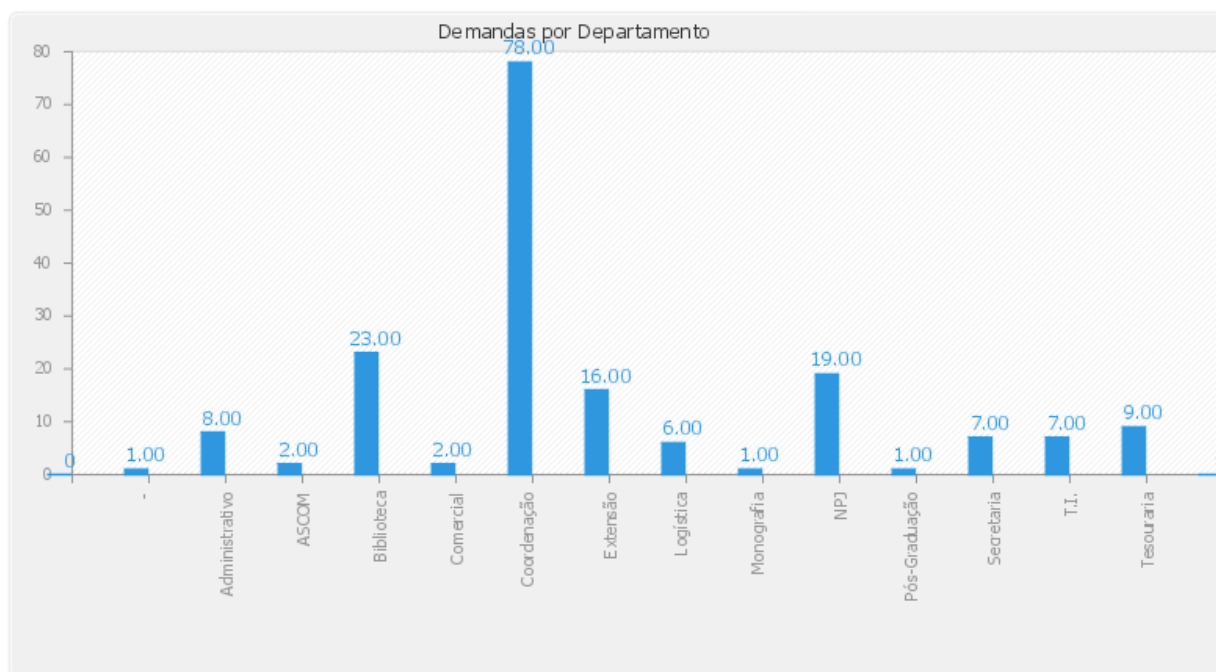


Tabela 9 - Reclamações por departamento: