



Área do Colaborador Administrativo
Demandas da Ouvidoria:

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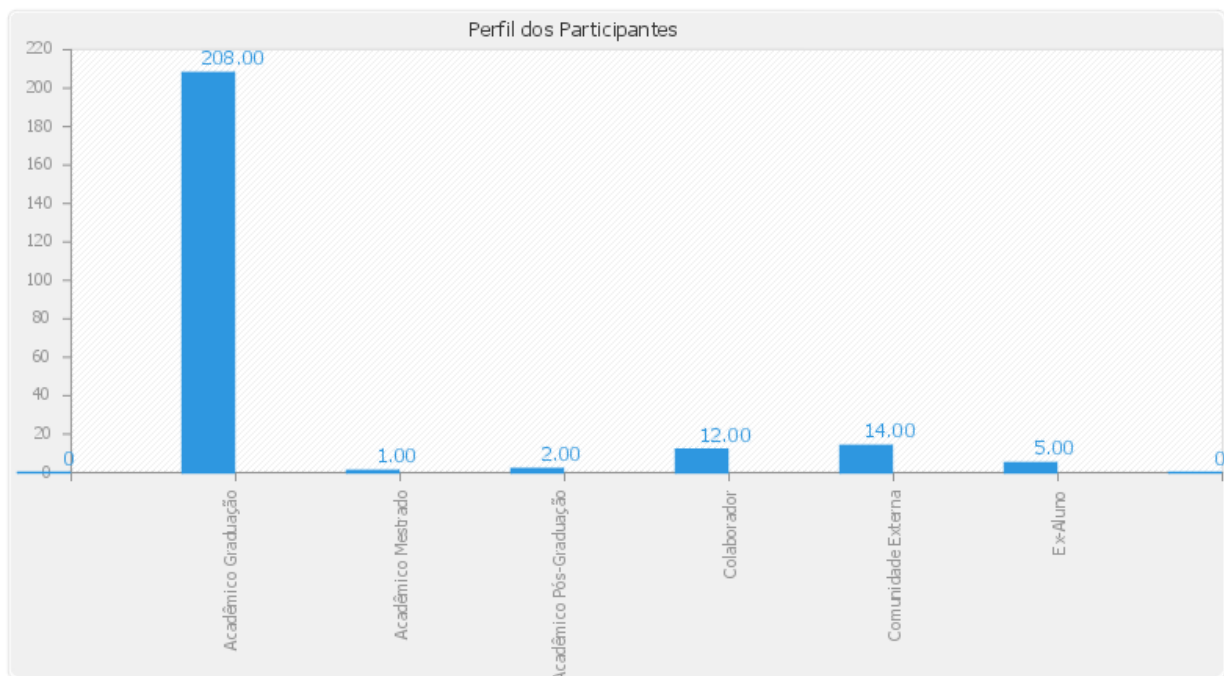
[Voltar para as demandas](#)

Período de Geração do Relatório Anual: ▼
Exibir

Ano de 2018

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	208	85,950
Acadêmico Mestrado	1	0,413
Acadêmico Pós-Graduação	2	0,826
Colaborador	12	4,959
Comunidade Externa	14	5,785
Ex-Aluno	5	2,066
Total:	242	100



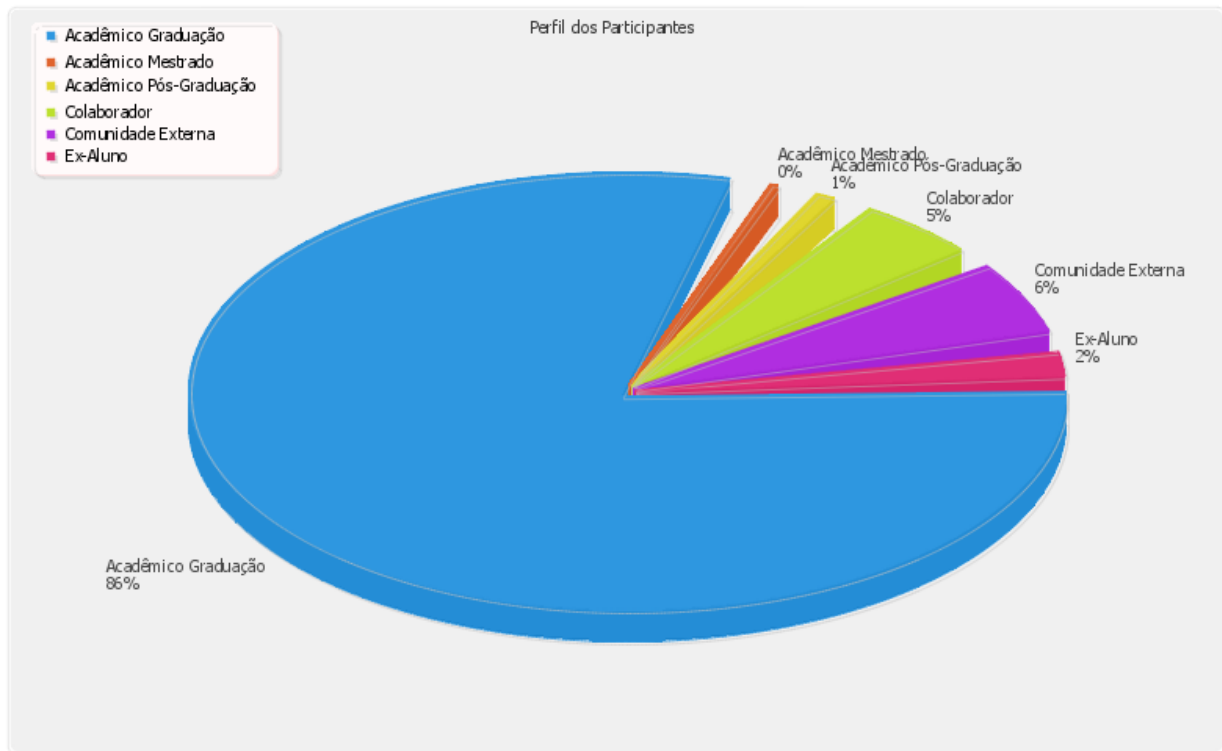
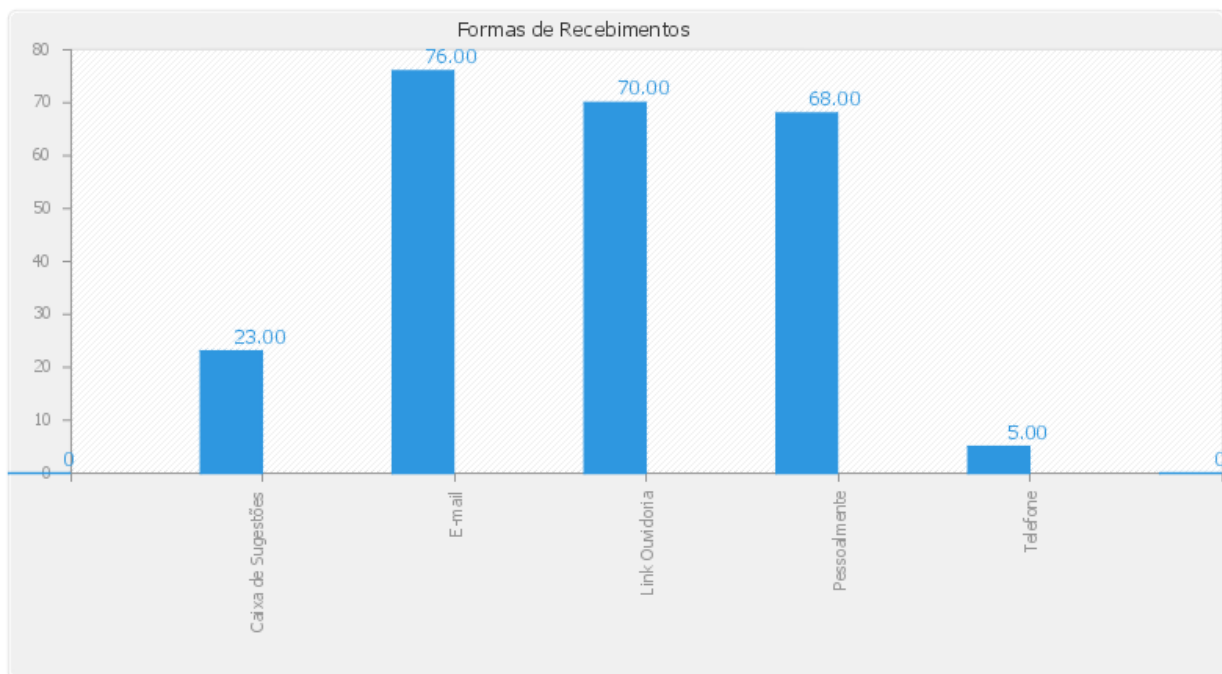


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	23	9,504
E-mail	76	31,405
Link Ouvidoria	70	28,926
Pessoalmente	68	28,099
Telefone	5	2,066
Total:	242	100



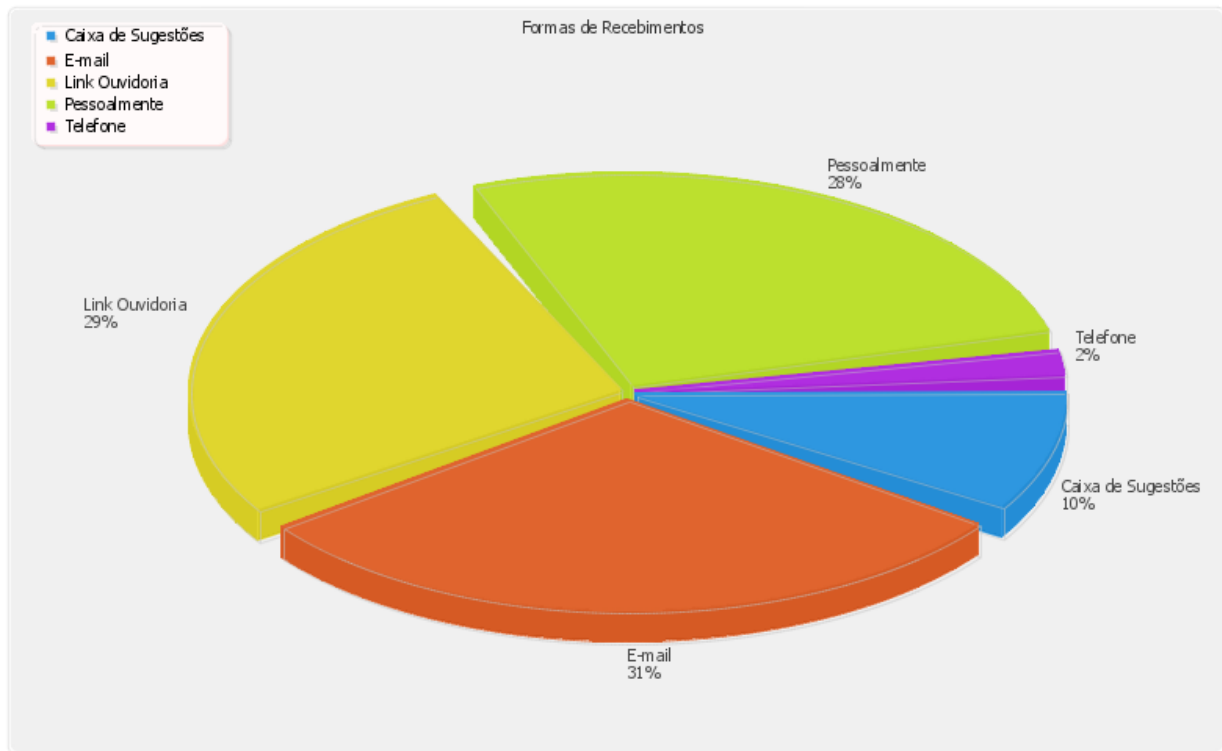
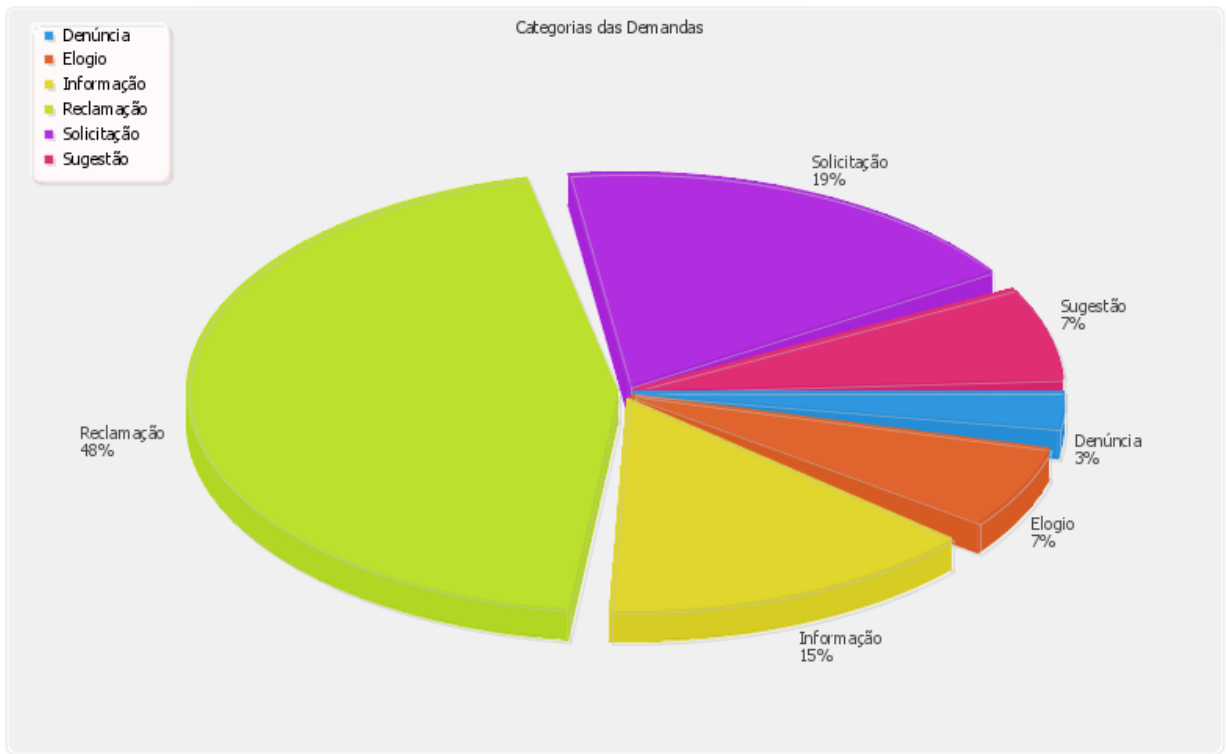
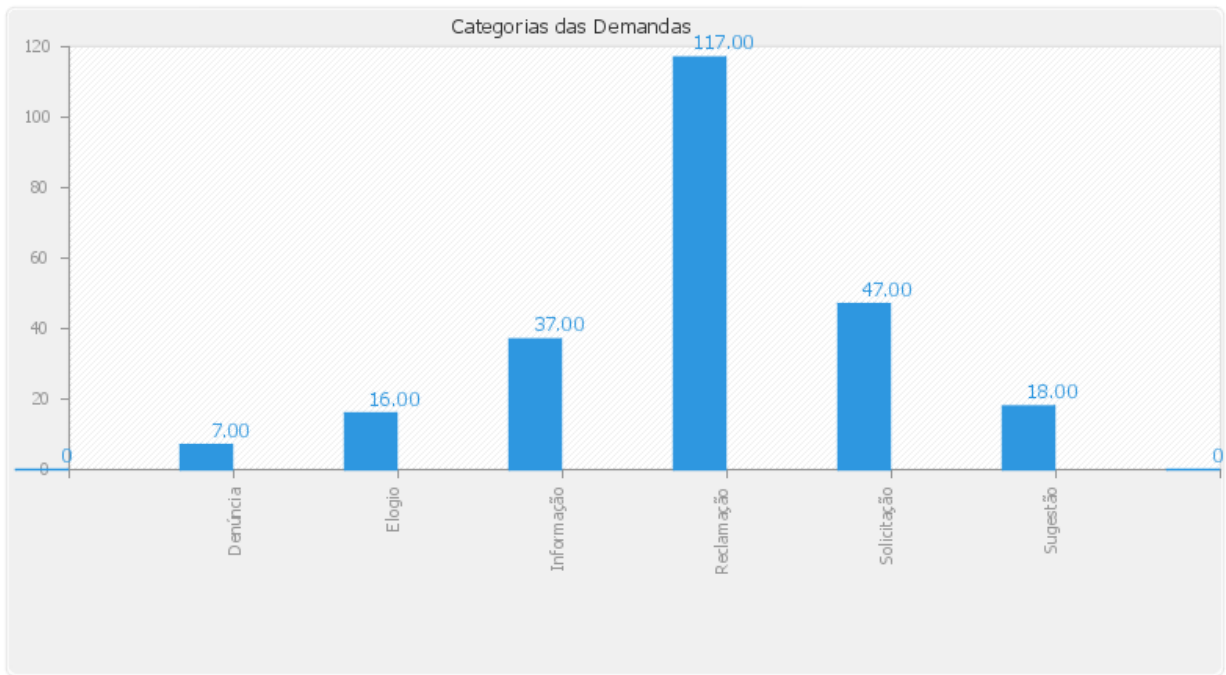


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Denúncia	7	2,893
Elogio	16	6,612
Informação	37	15,289
Reclamação	117	48,347
Solicitação	47	19,421
Sugestão	18	7,438
Total:	242	100



Comparação com o mesmo período do ano anterior

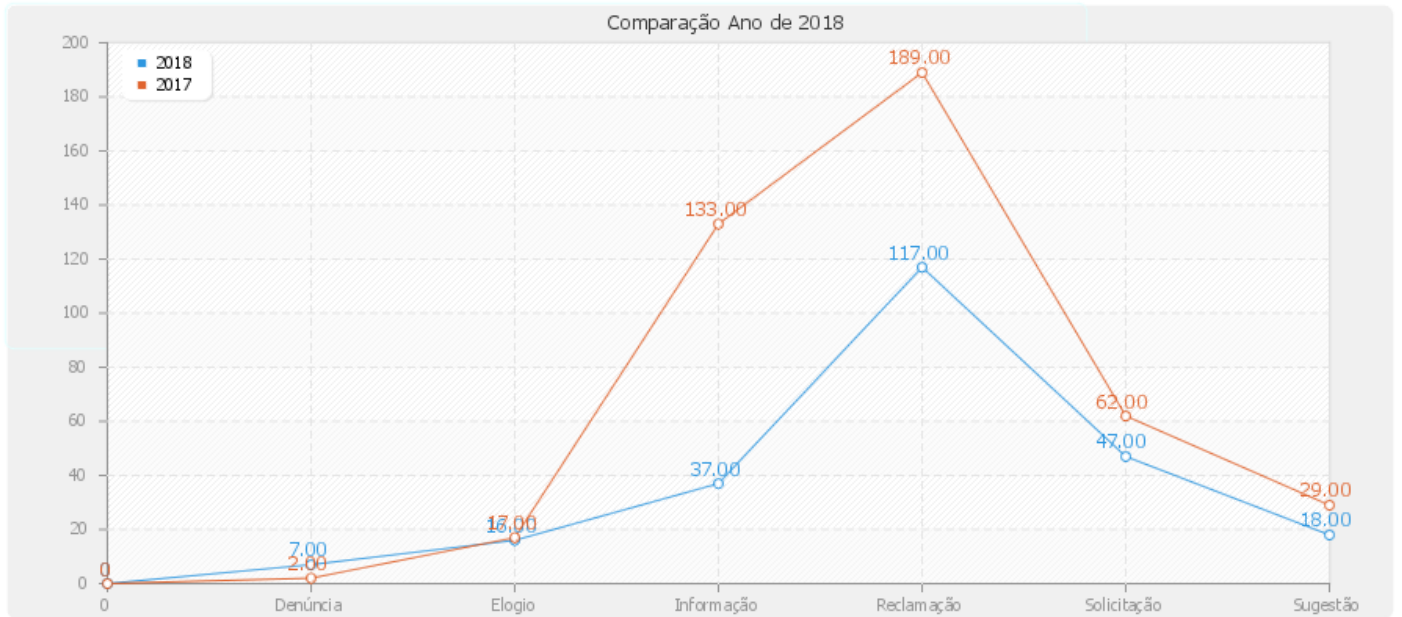
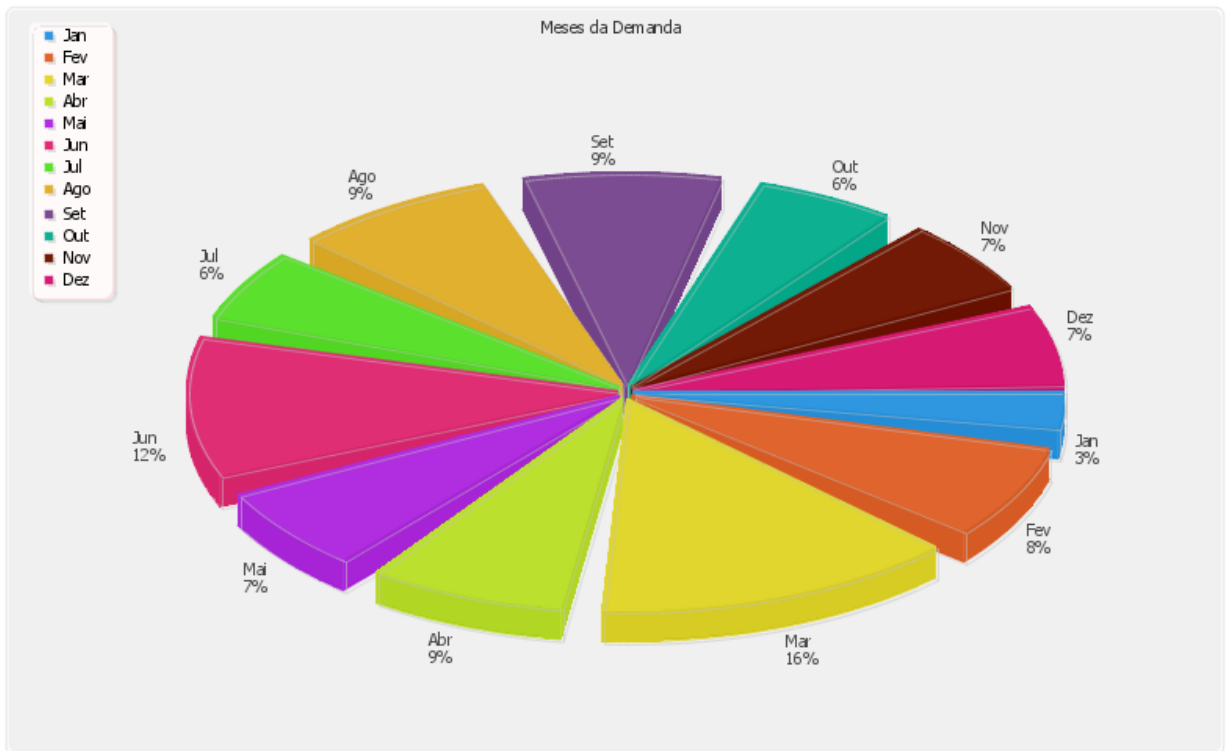
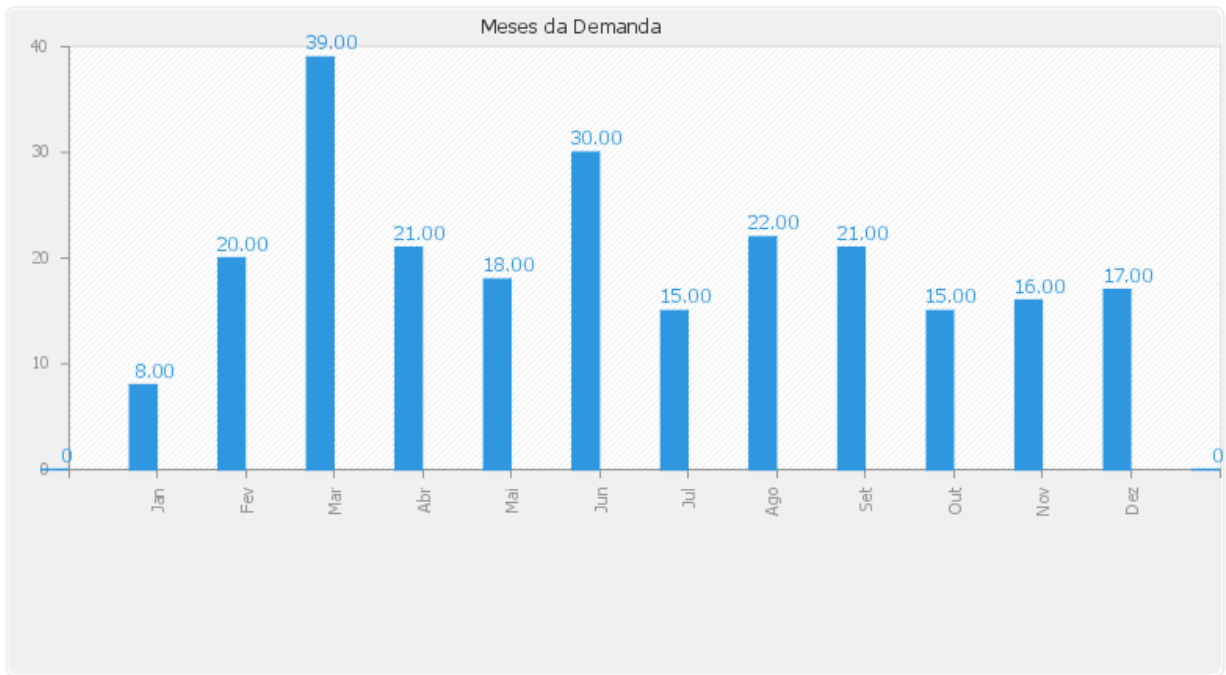


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jan	8	3,306
Fev	20	8,264
Mar	39	16,116
Abr	21	8,678
Mai	18	7,438
Jun	30	12,397
Jul	15	6,198
Ago	22	9,091
Set	21	8,678
Out	15	6,198
Nov	16	6,612
Dez	17	7,025
Total:	242	100



Comparação com o mesmo período do ano anterior

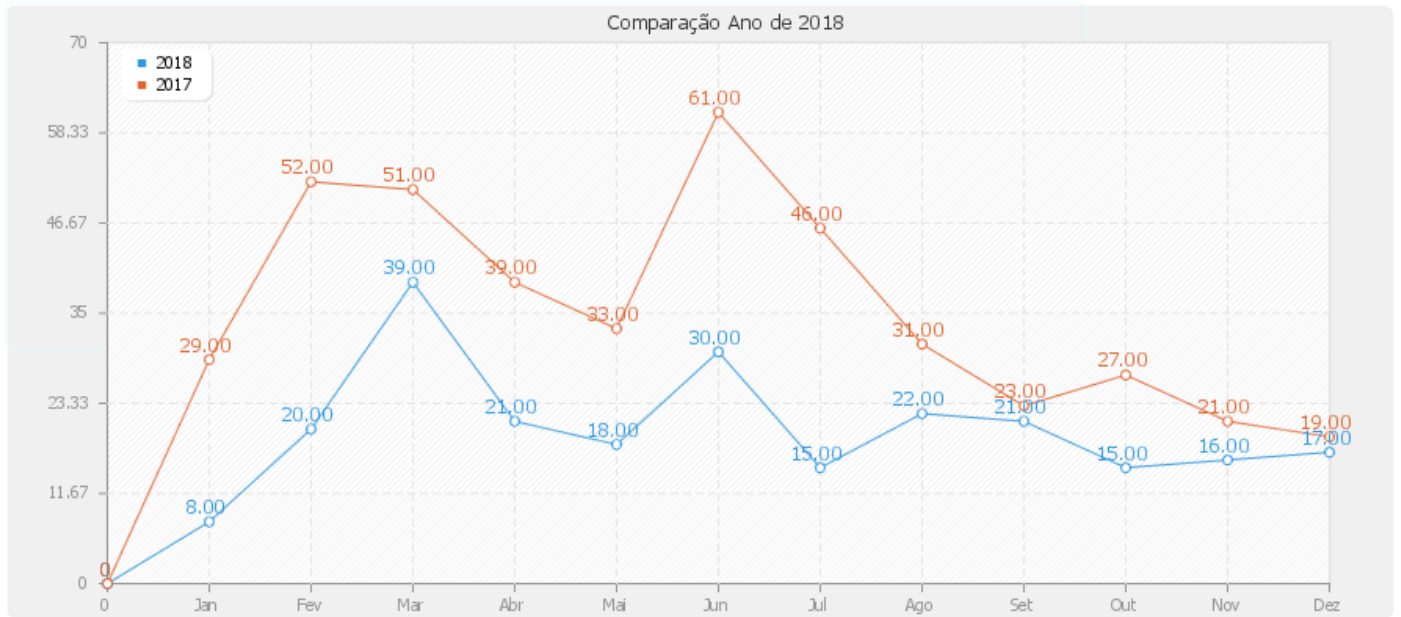
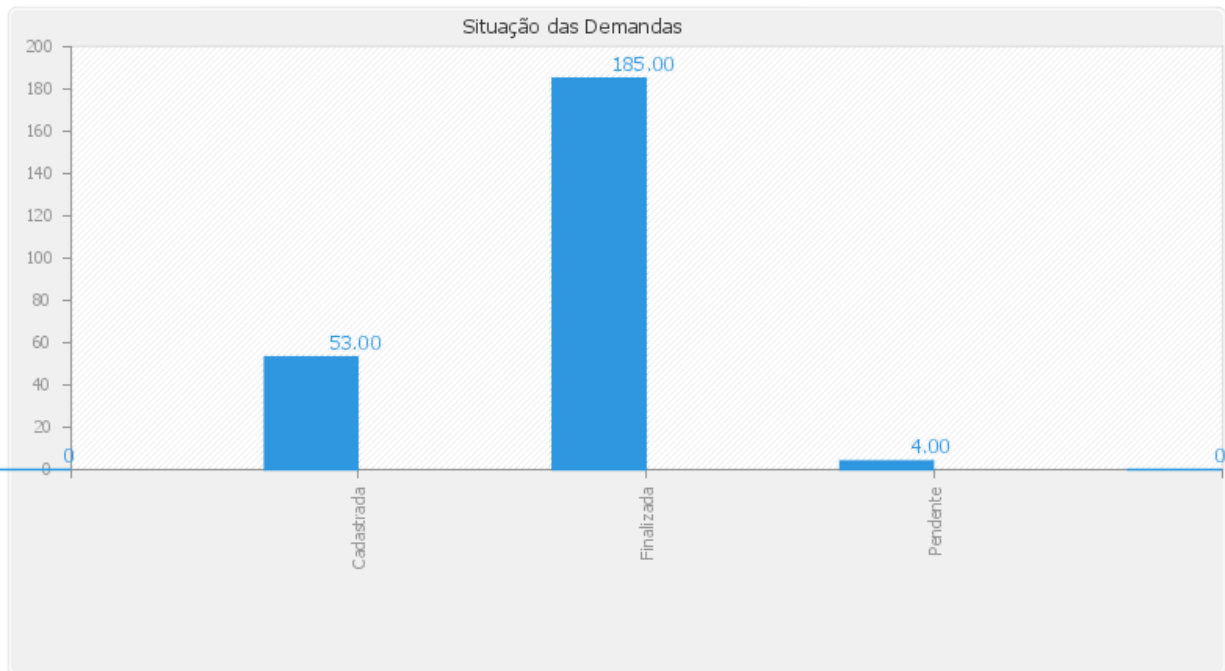
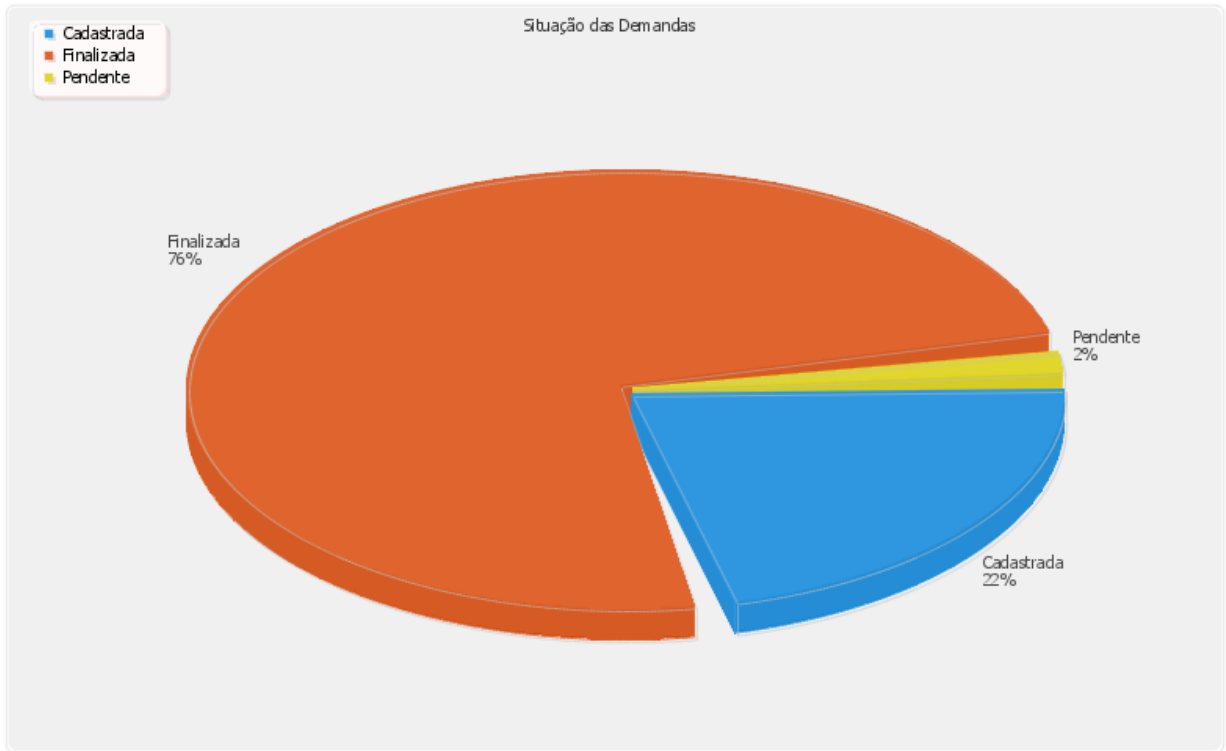


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	53	21,901
Finalizada	185	76,446
Pendente	4	1,653
Total:	242	100





Comparação com o mesmo período do ano anterior

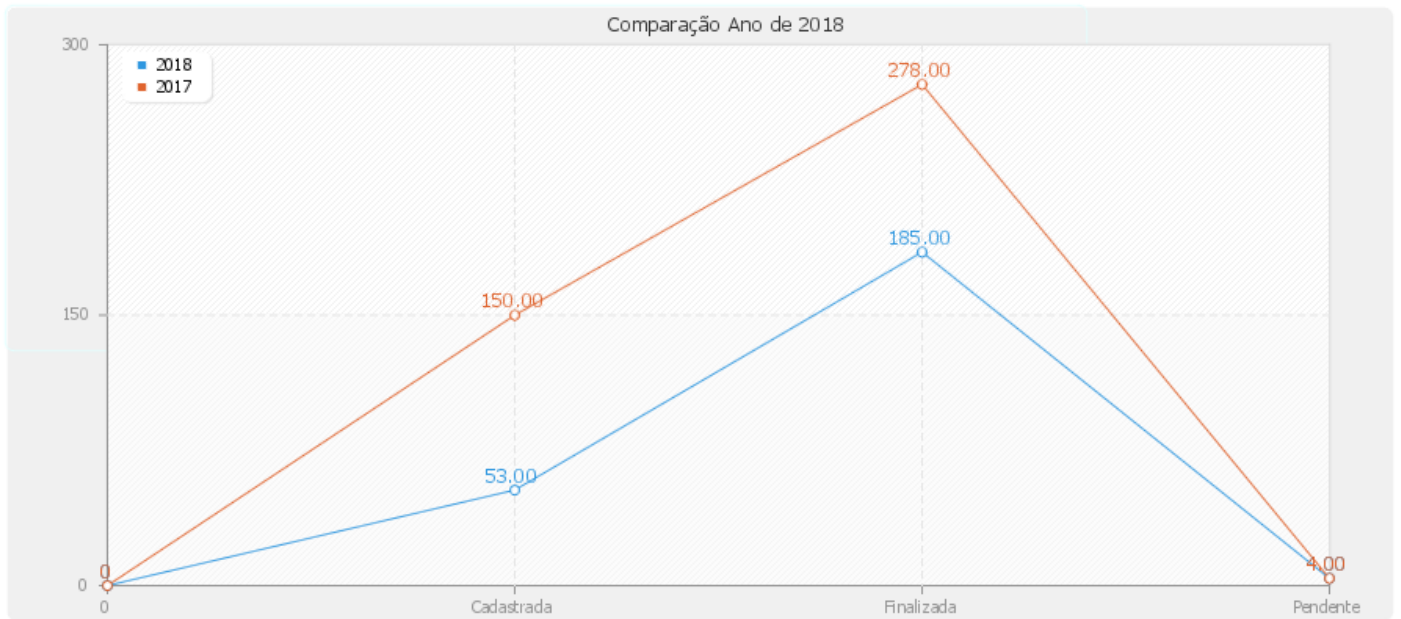


Tabela 6 - Tabela de Resolubilidade:

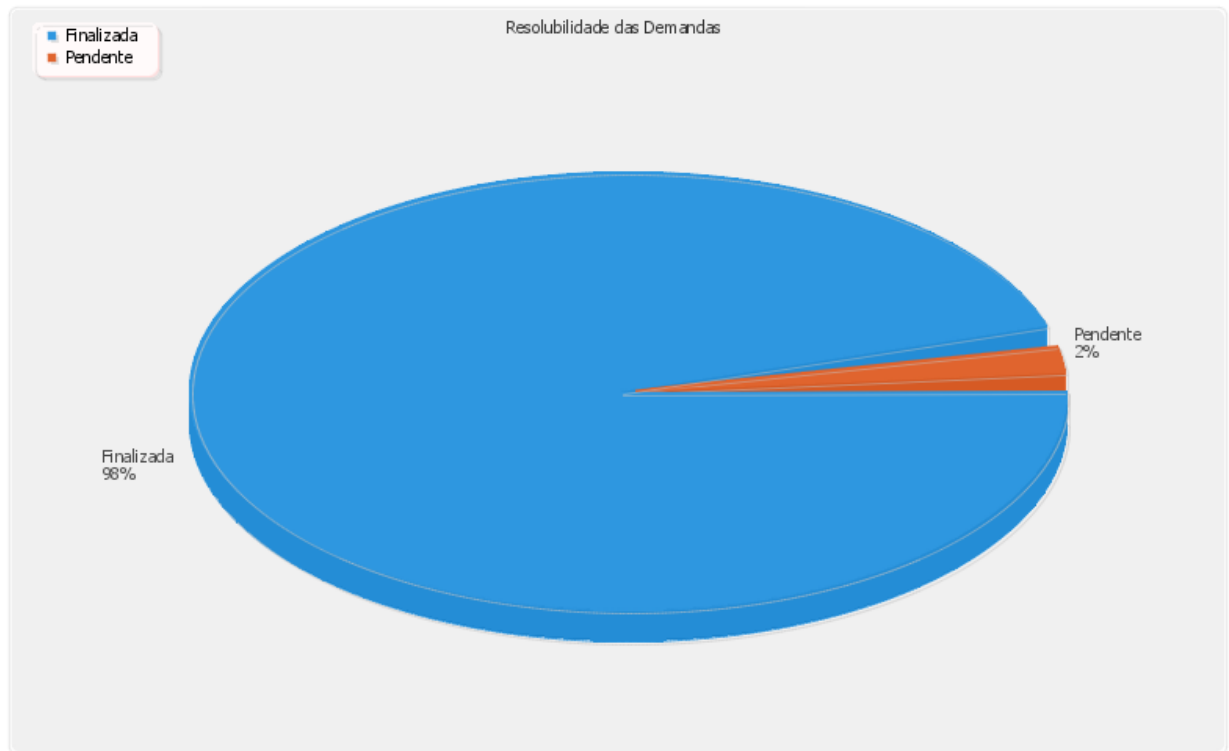
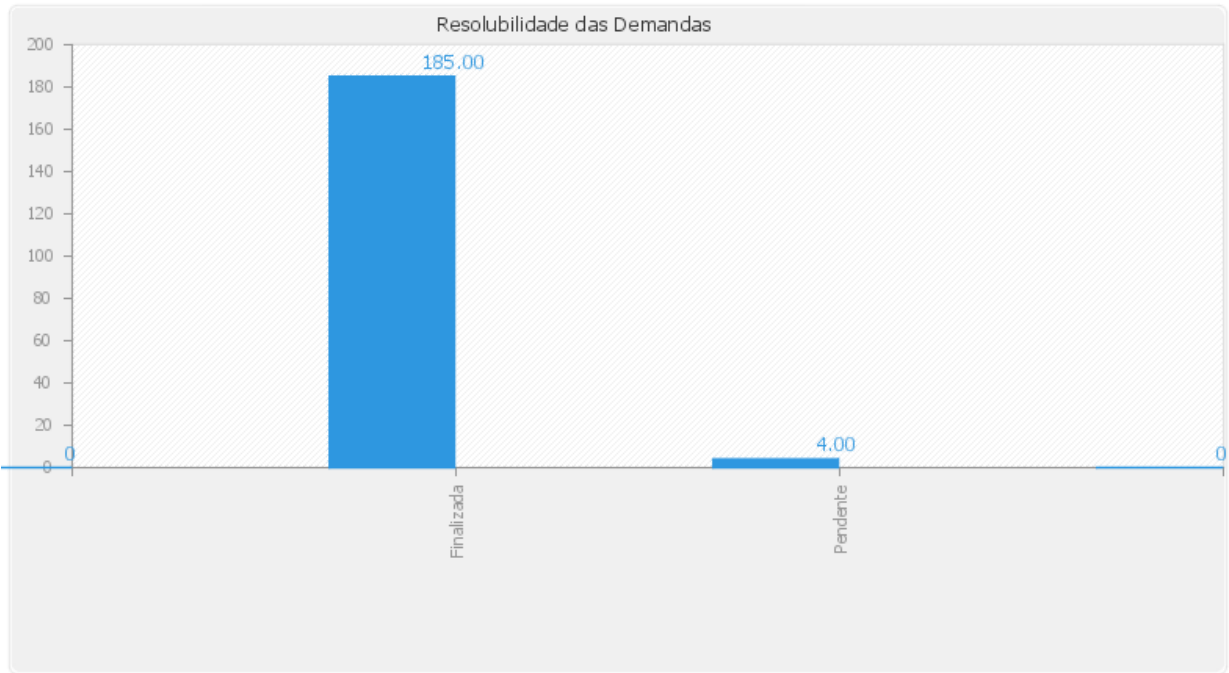


Tabela 7 - Perfil do Acadêmico:

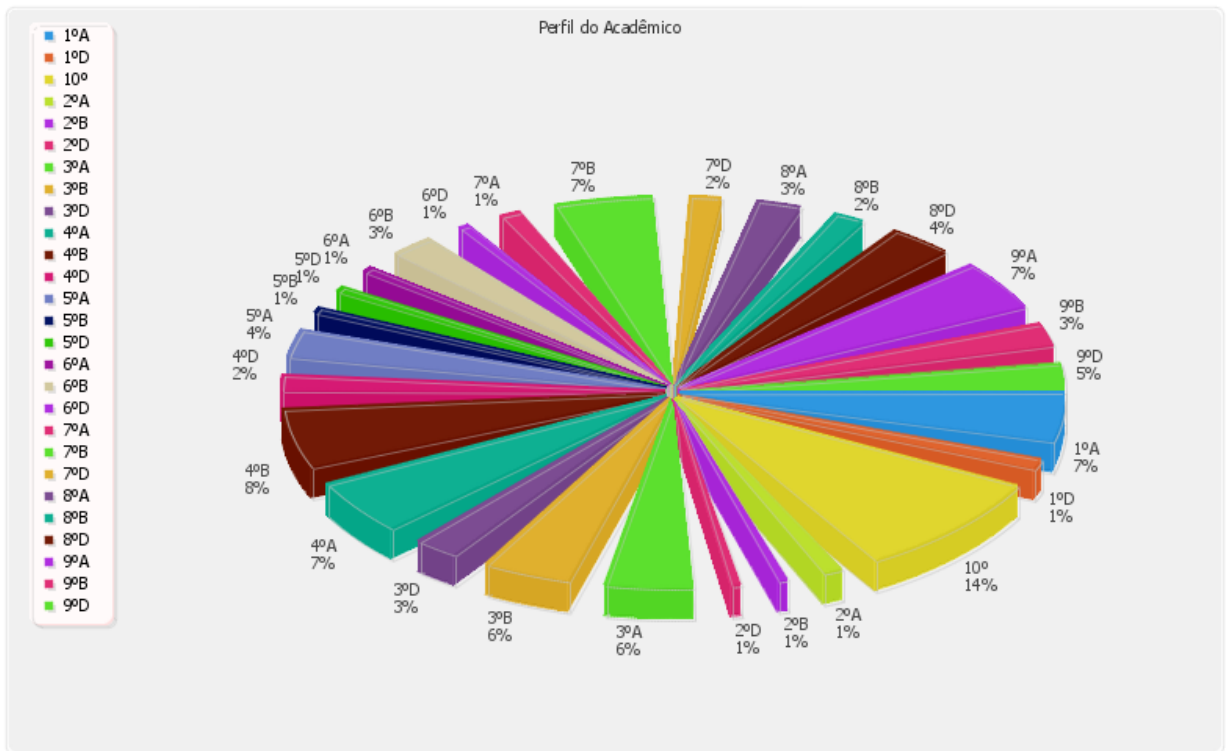
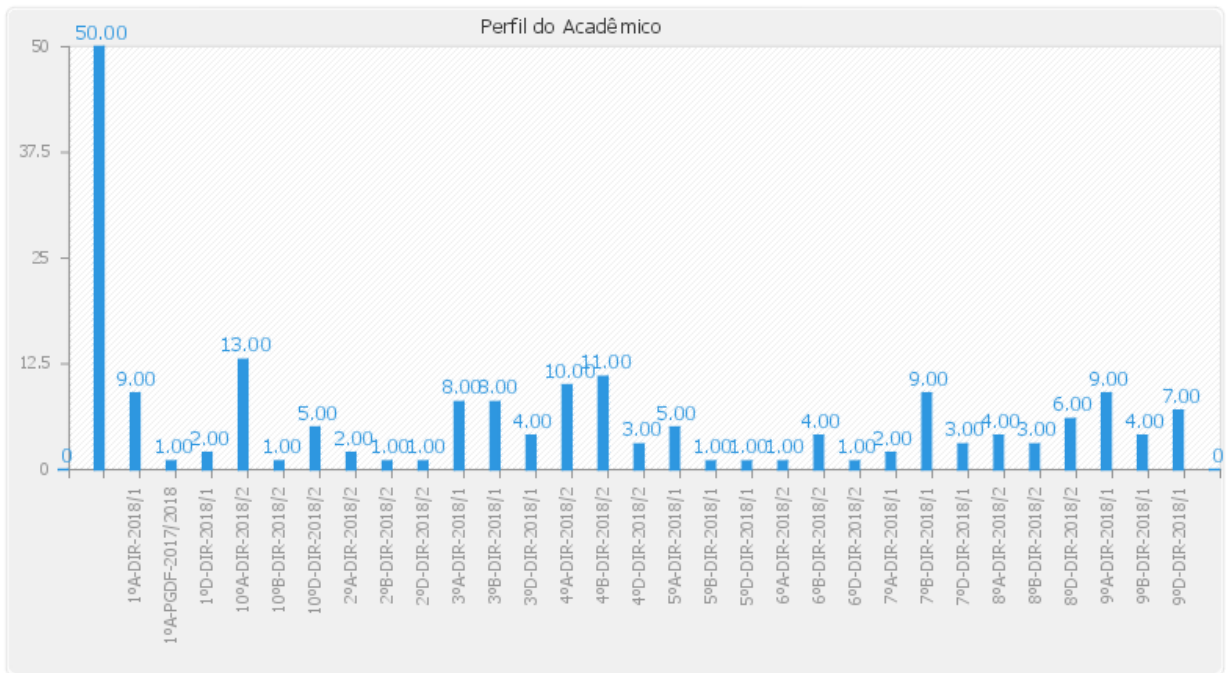


Tabela 8 - Demandas por departamento: