



Área do Colaborador Administrativo
Demandas da Ouvidoria:

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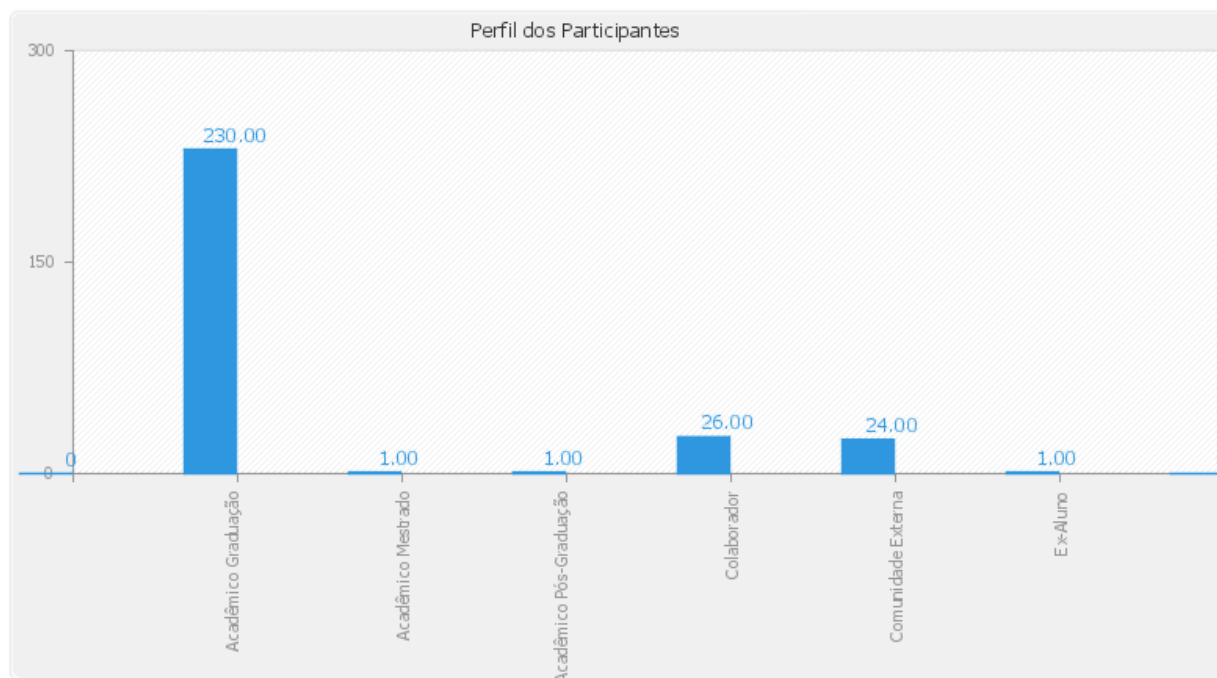
Período de Geração do Relatório Semestral:

Exibir

2º Semestre 2016

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	230	81,272
Acadêmico Mestrado	1	0,353
Acadêmico Pós-Graduação	1	0,353
Colaborador	26	9,187
Comunidade Externa	24	8,481
Ex-Aluno	1	0,353
Total:	283	100



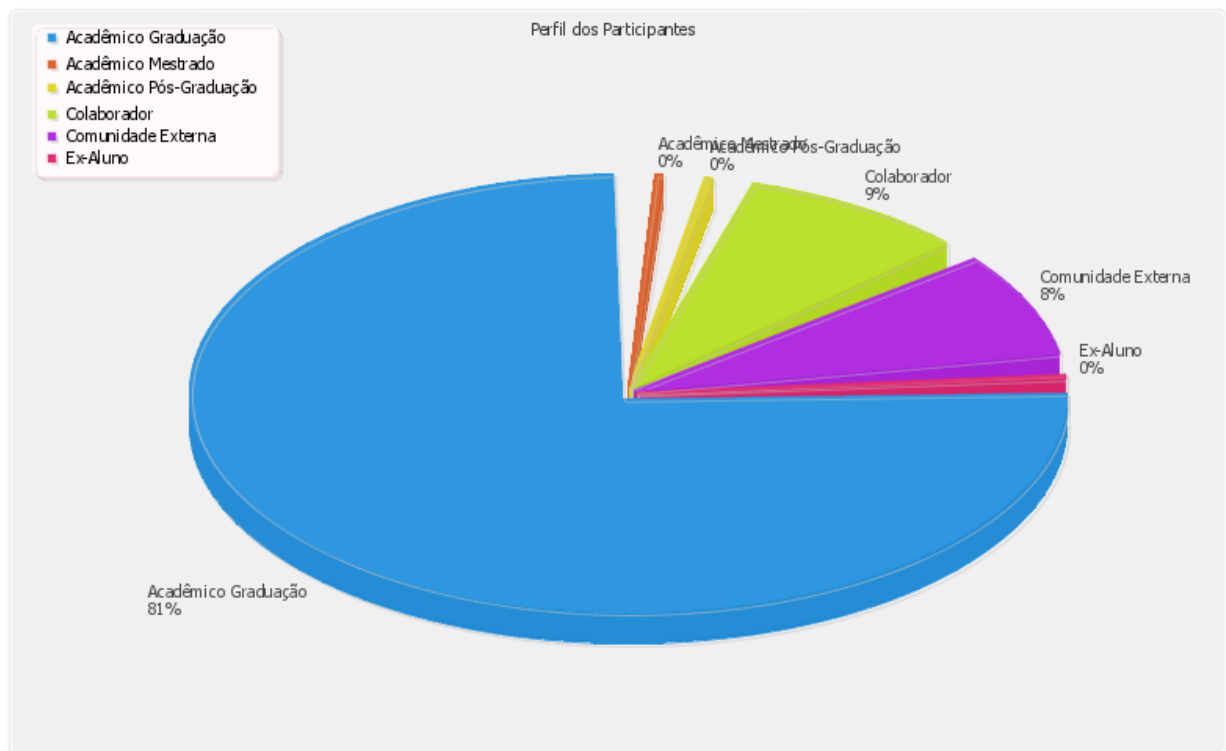
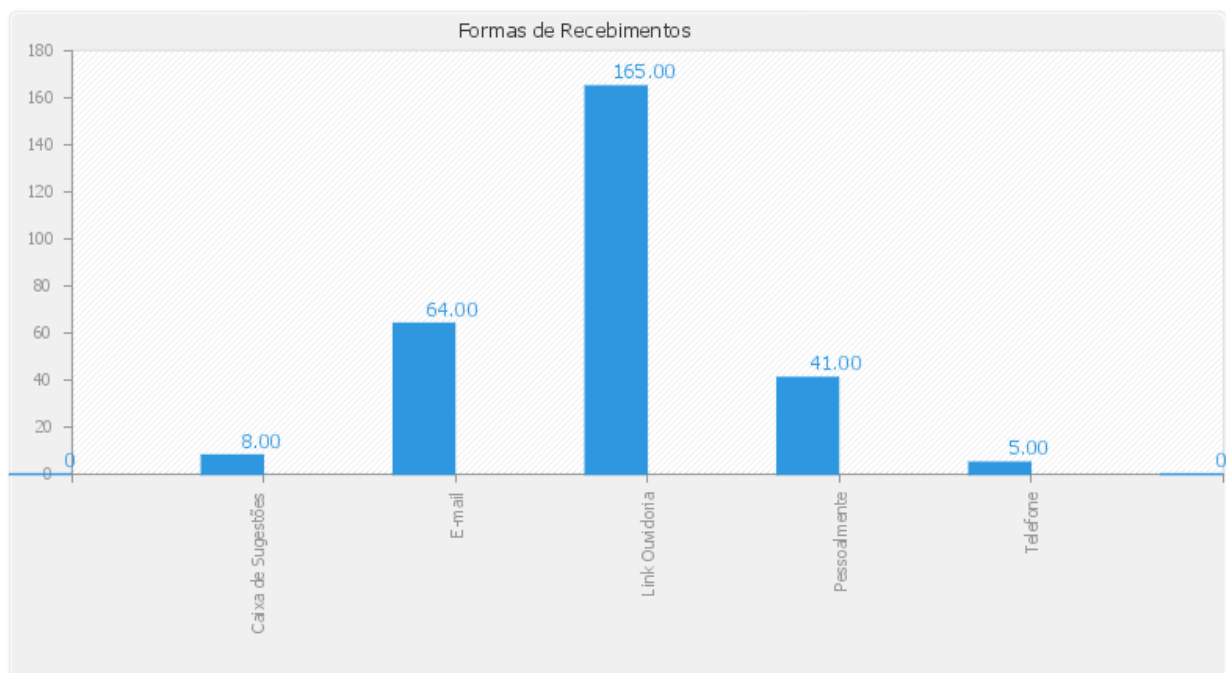


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	8	2,827
E-mail	64	22,615
Link Ouvidoria	165	58,304
Pessoalmente	41	14,488
Telefone	5	1,767
Total:	283	100



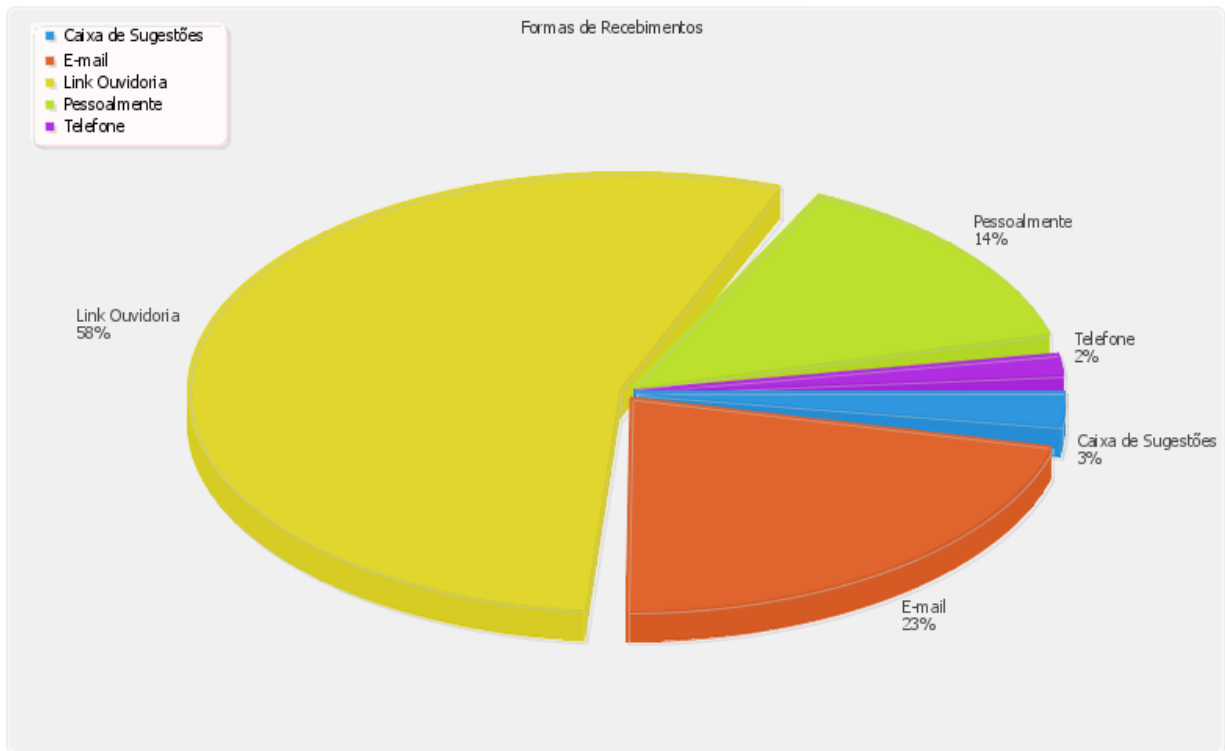
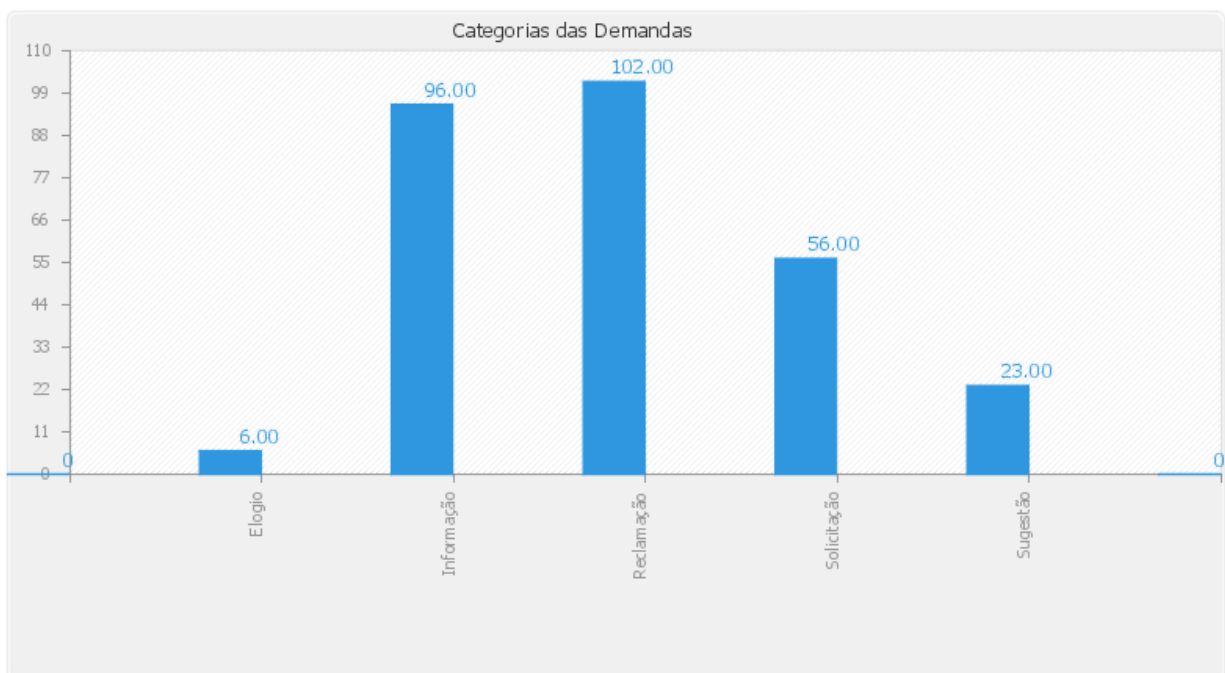
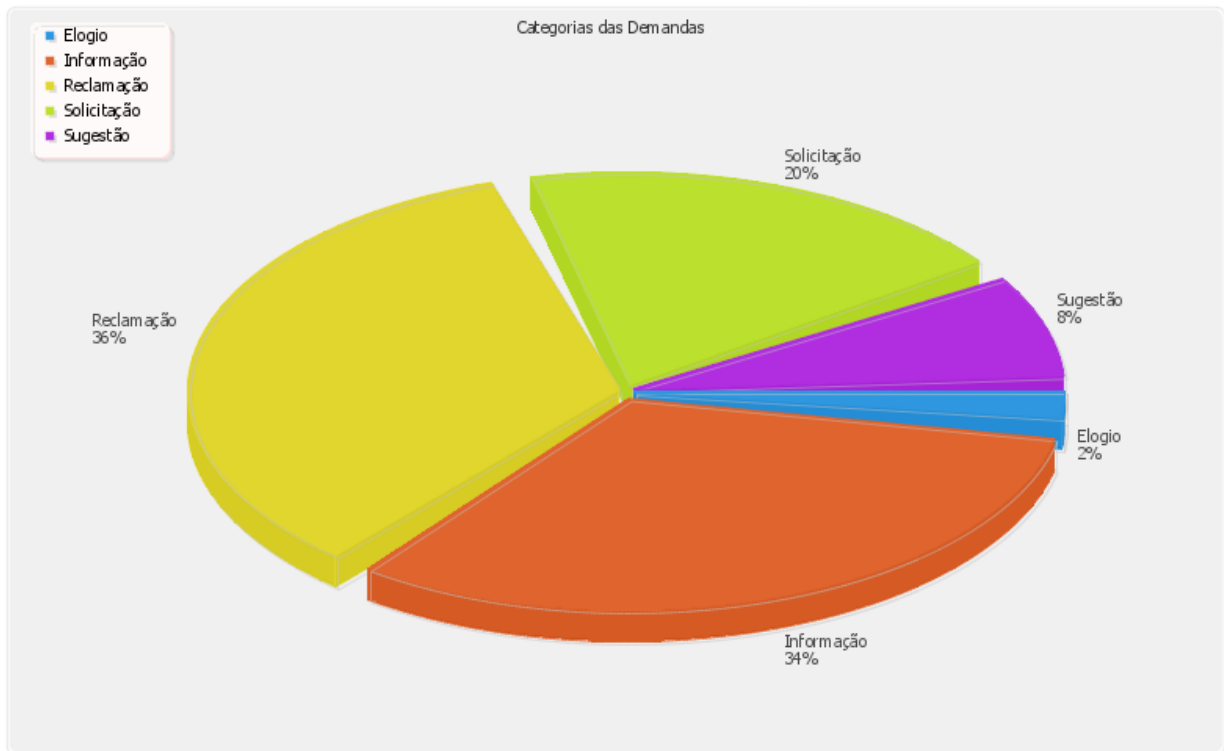


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Elogio	6	2,120
Informação	96	33,922
Reclamação	102	36,042
Solicitação	56	19,788
Sugestão	23	8,127
Total:	283	100





Comparação com o mesmo período do ano anterior

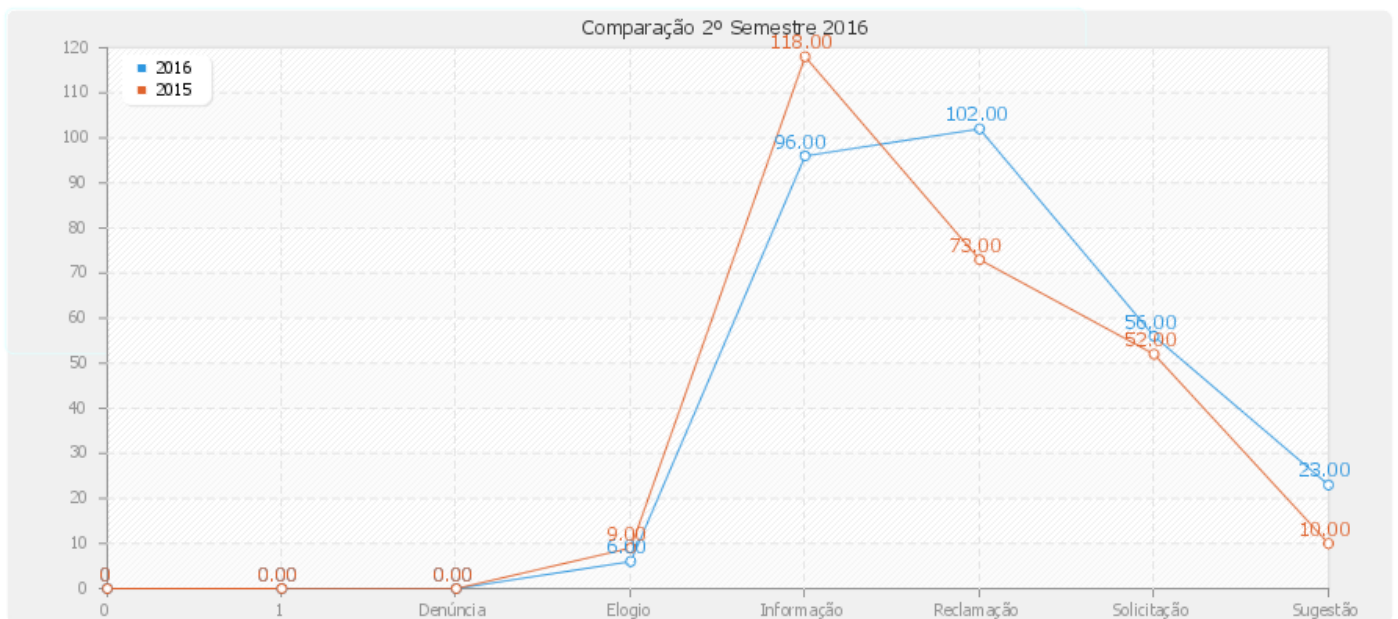
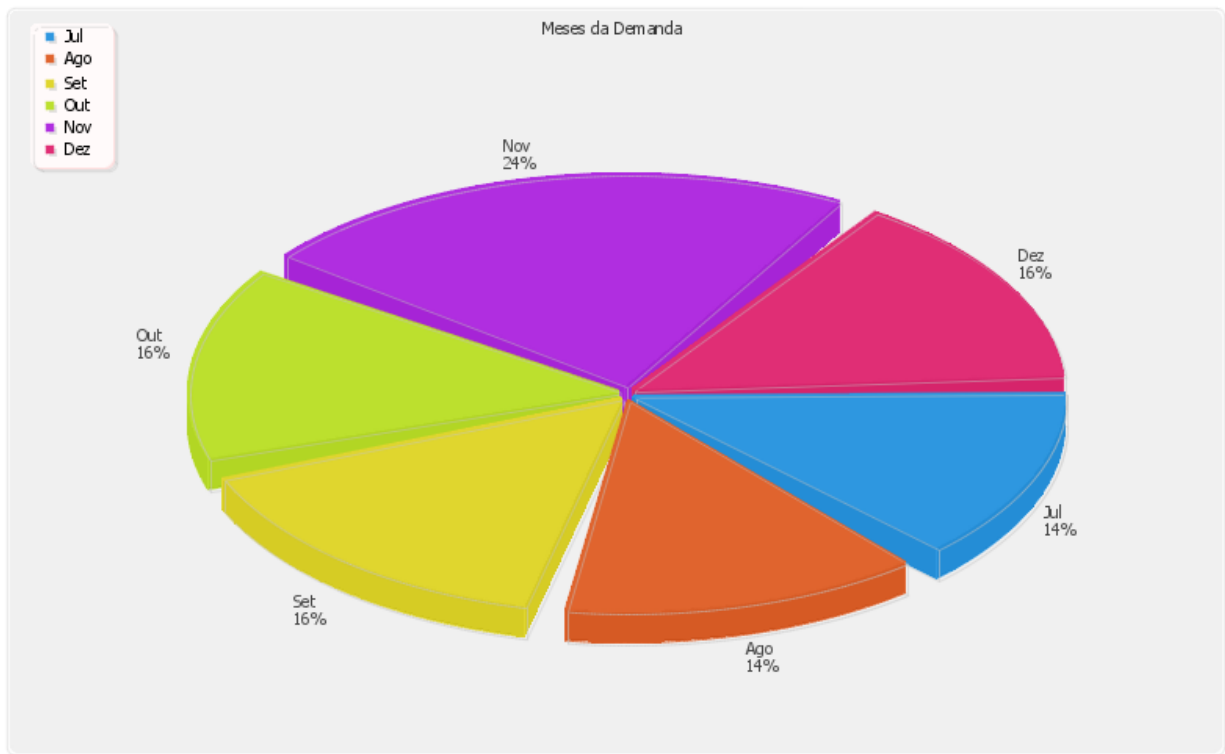
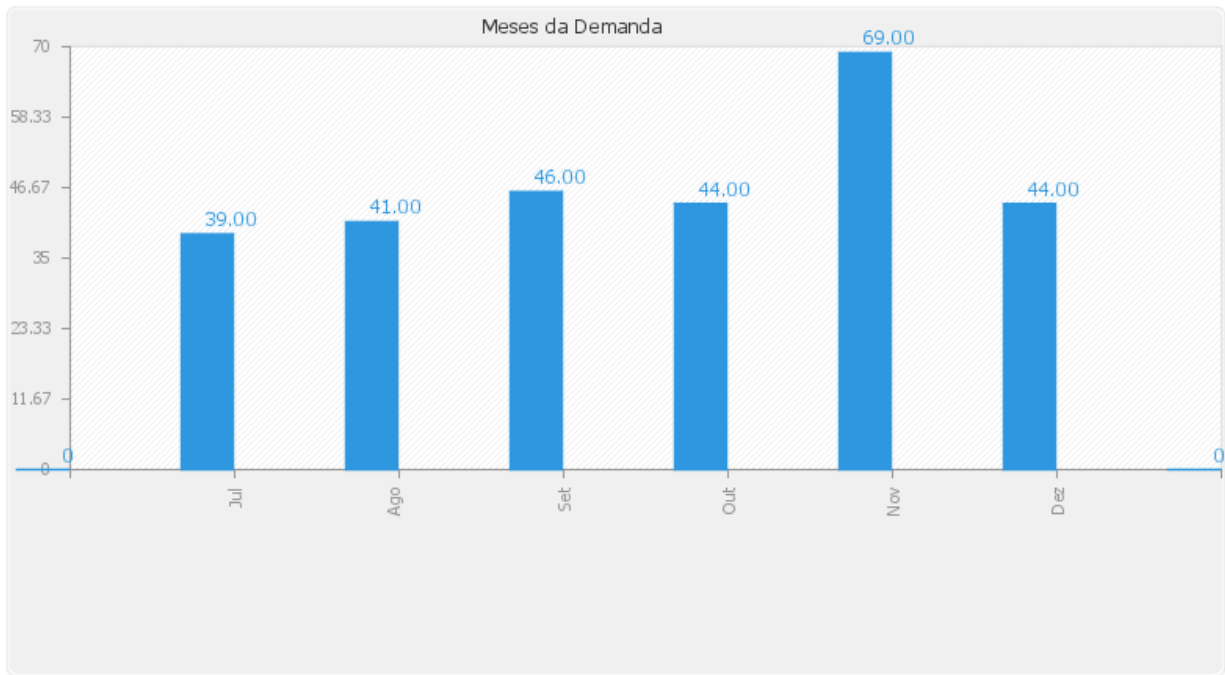


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jul	39	13,781
Ago	41	14,488
Set	46	16,254
Out	44	15,548
Nov	69	24,382
Dez	44	15,548
Total:	283	100



Comparação com o mesmo período do ano anterior

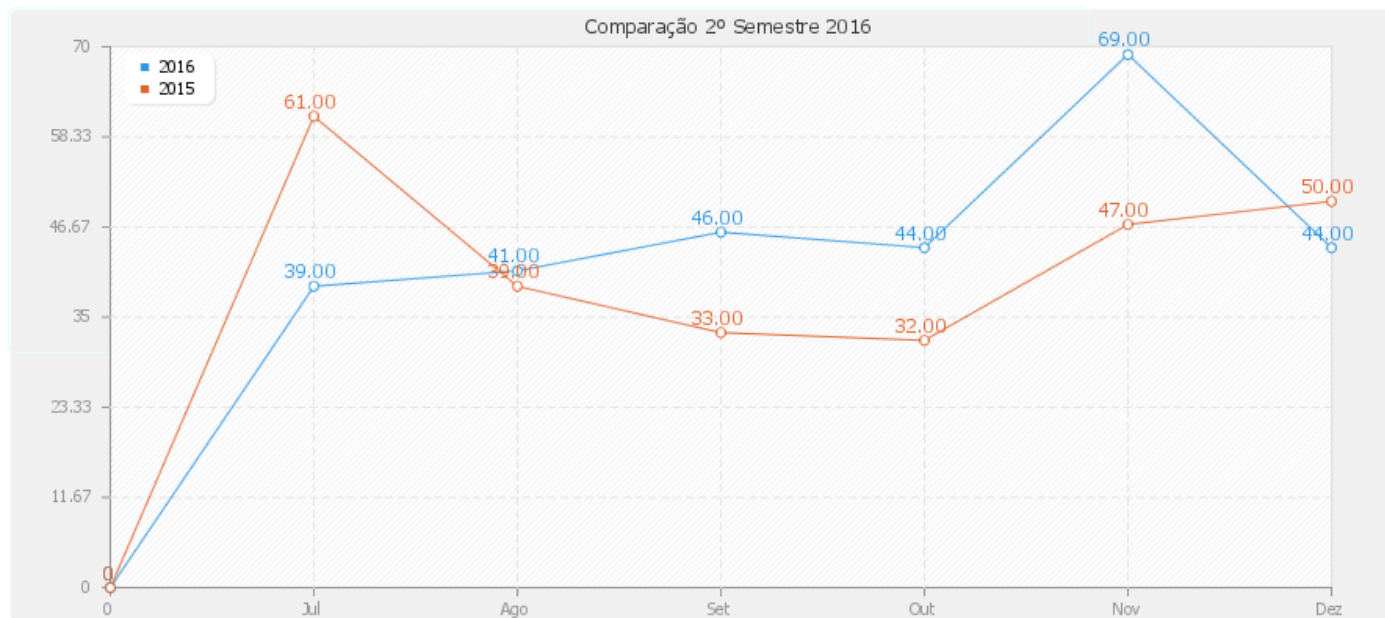
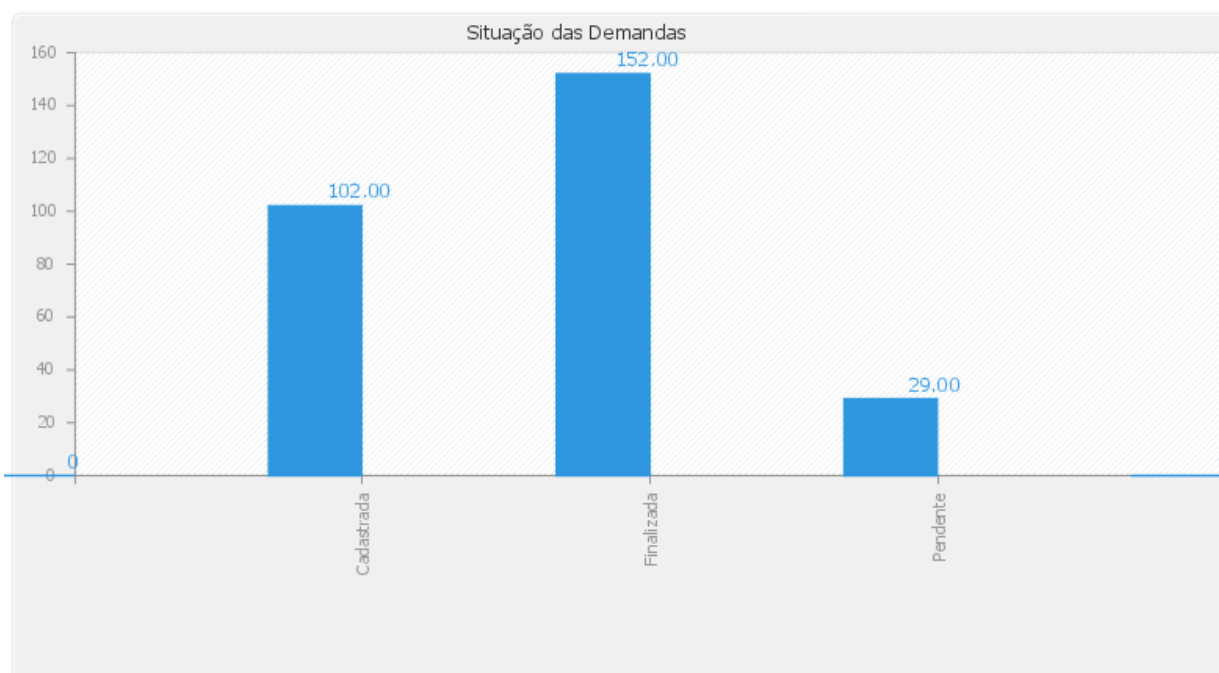
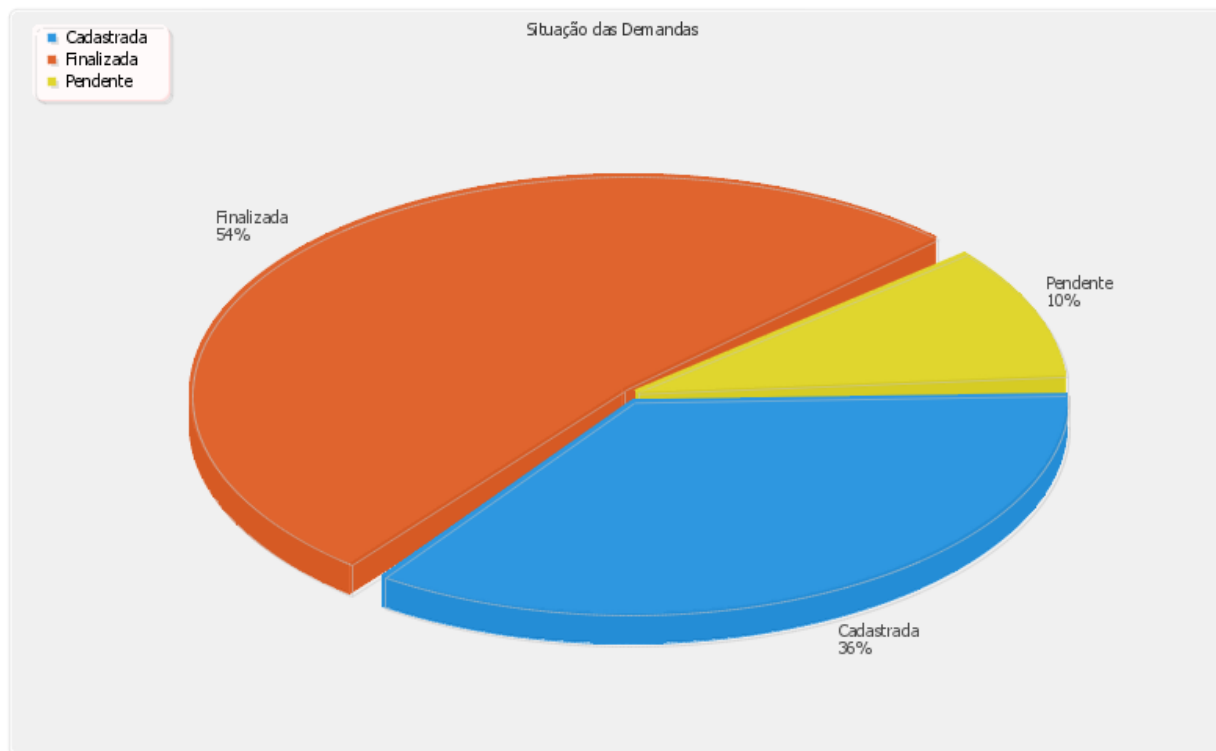


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	102	36,042
Finalizada	152	53,710
Pendente	29	10,247
Total:	283	100





Comparação com o mesmo período do ano anterior

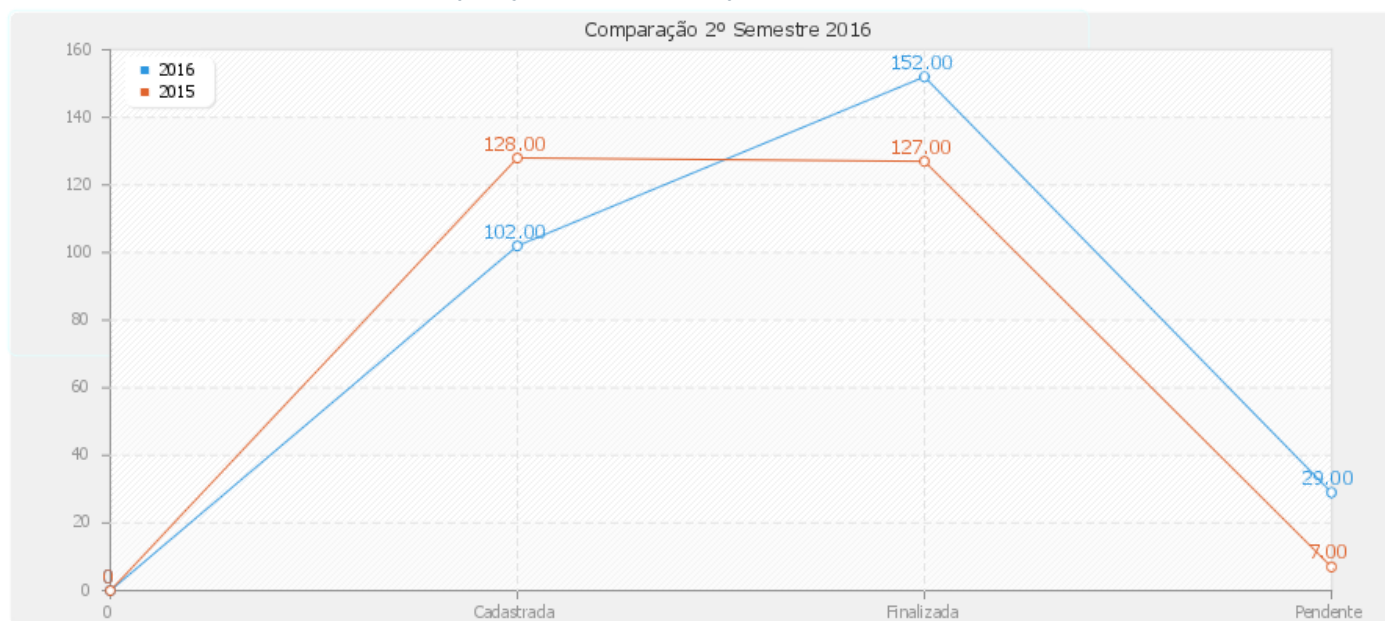


Tabela 6 - Tabela de Resolubilidade:

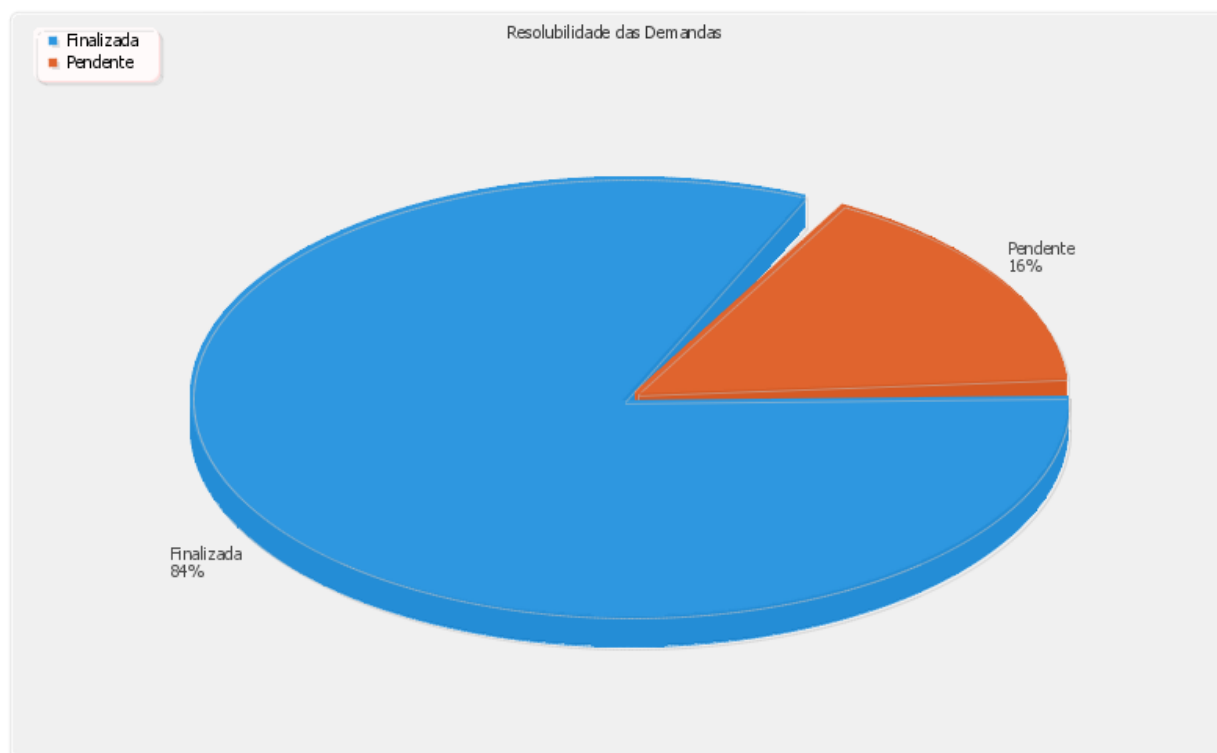
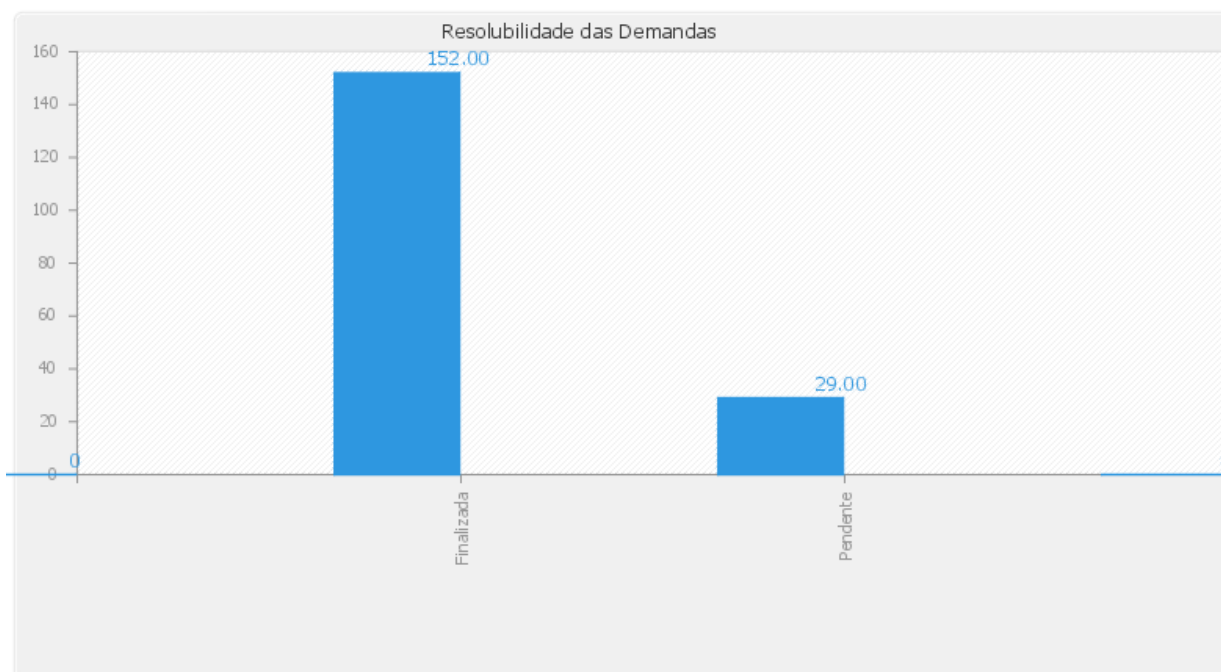


Tabela 7 - Perfil do Acadêmico:

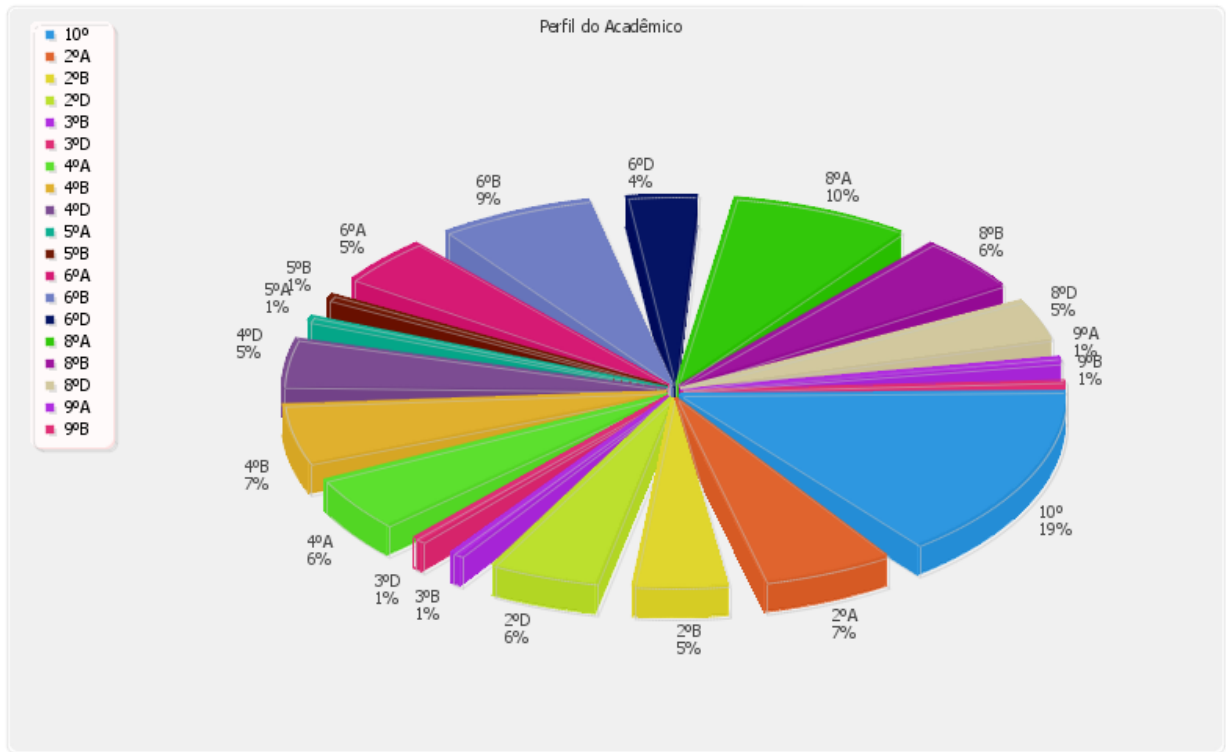
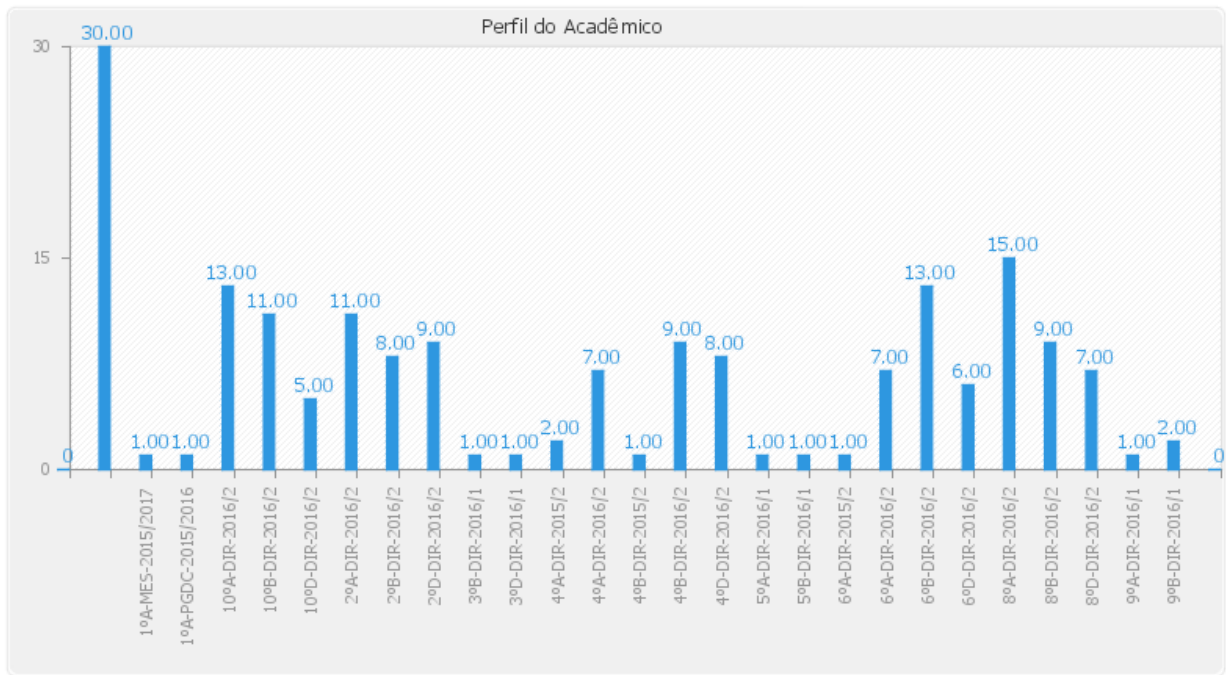


Tabela 8 - Demandas por departamento:

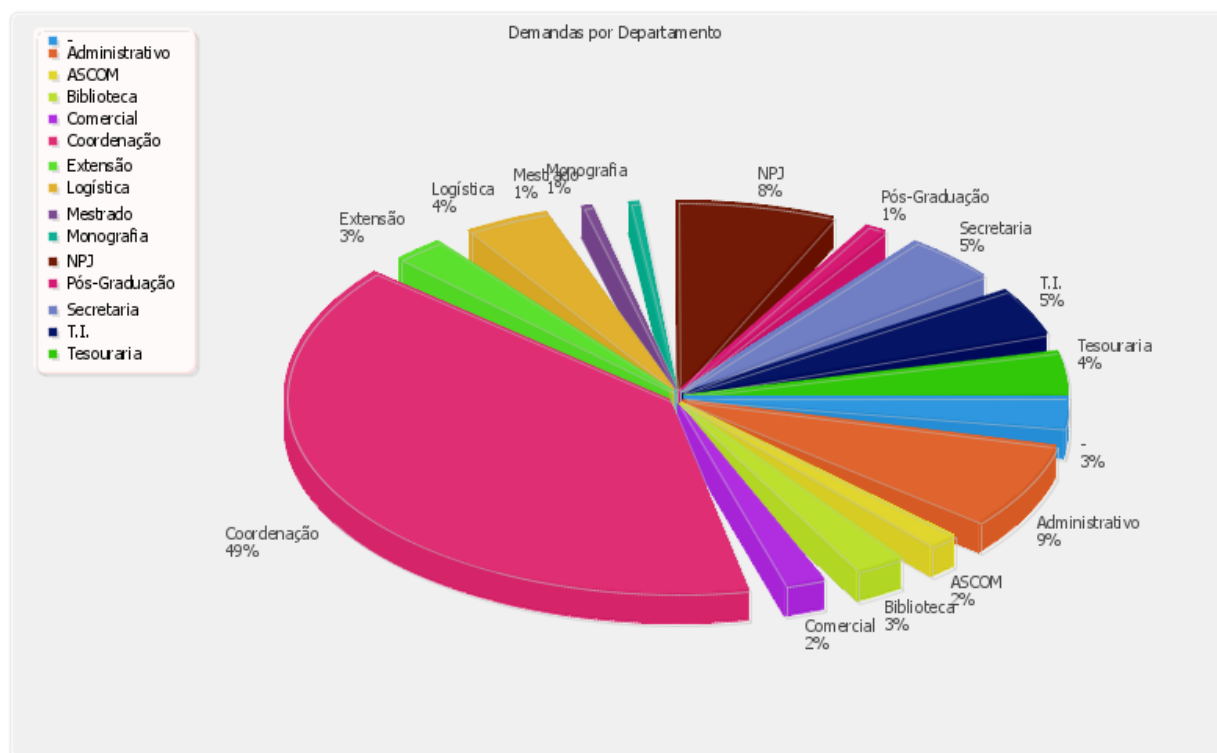
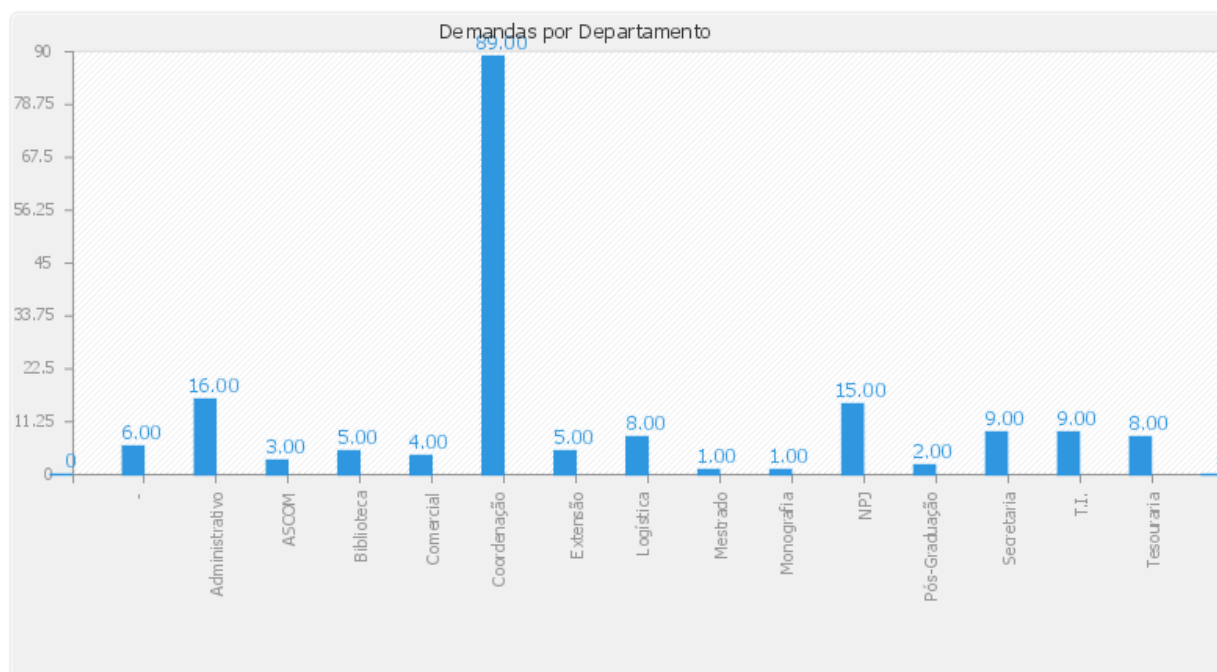


Tabela 9 - Reclamações por departamento: