



Área do Colaborador Administrativo
Demandas da Ouvidoria:

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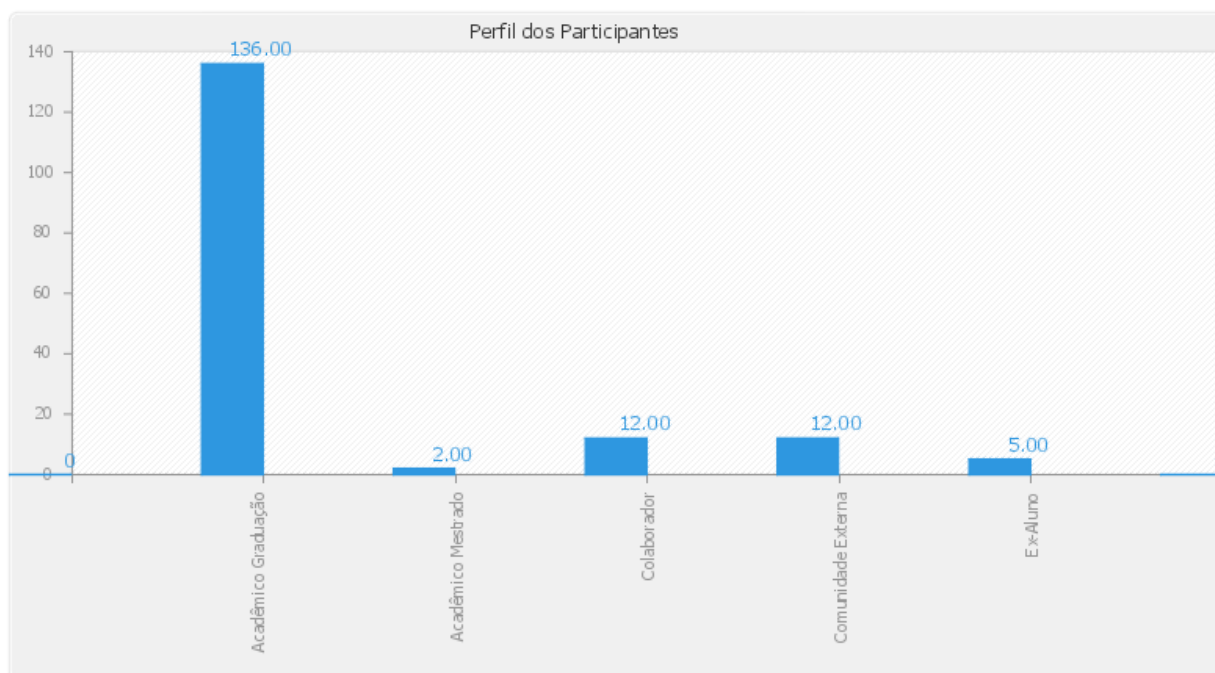
Período de Geração do Relatório Semestral:

Exibir

2º Semestre 2017

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	136	81,437
Acadêmico Mestrado	2	1,198
Colaborador	12	7,186
Comunidade Externa	12	7,186
Ex-Aluno	5	2,994
Total:	167	100



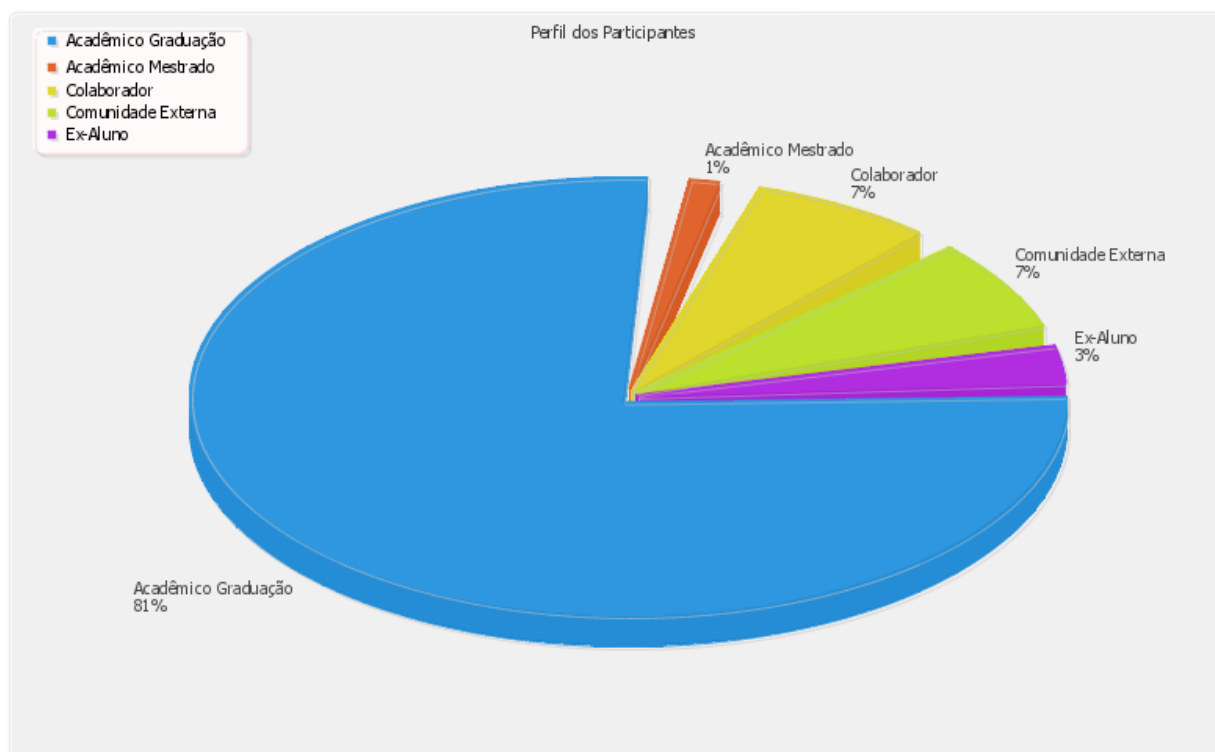
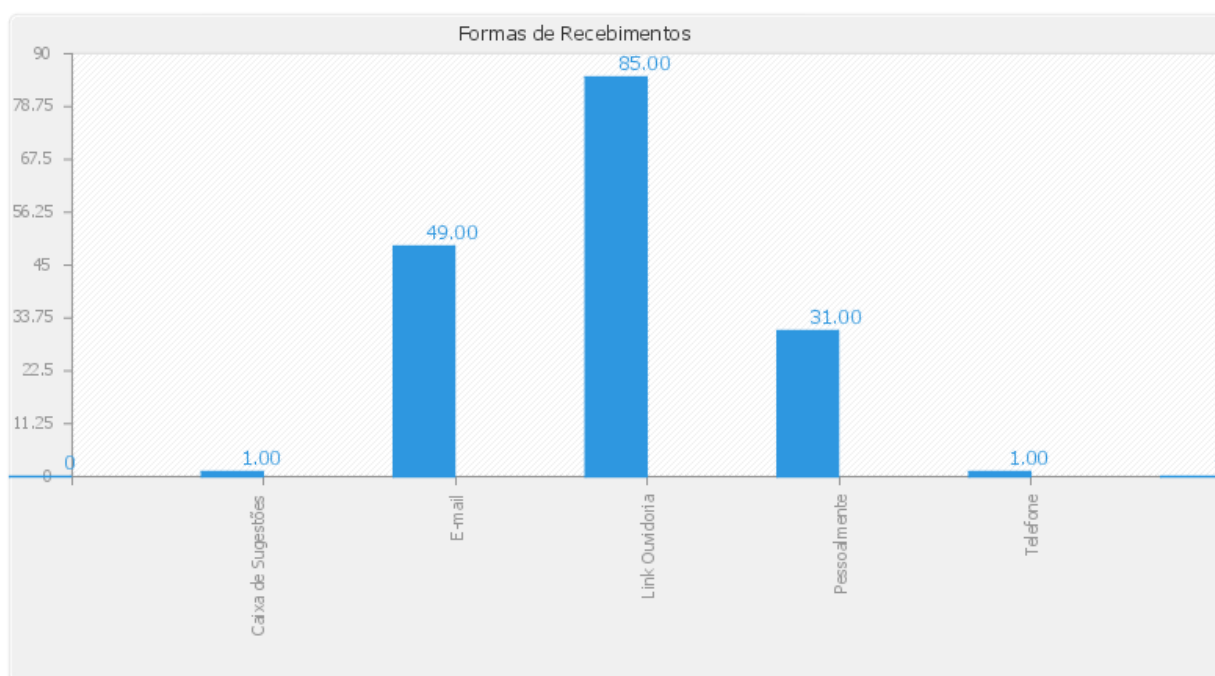


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	1	0,599
E-mail	49	29,341
Link Ouvidoria	85	50,898
Pessoalmente	31	18,563
Telefone	1	0,599
Total:	167	100



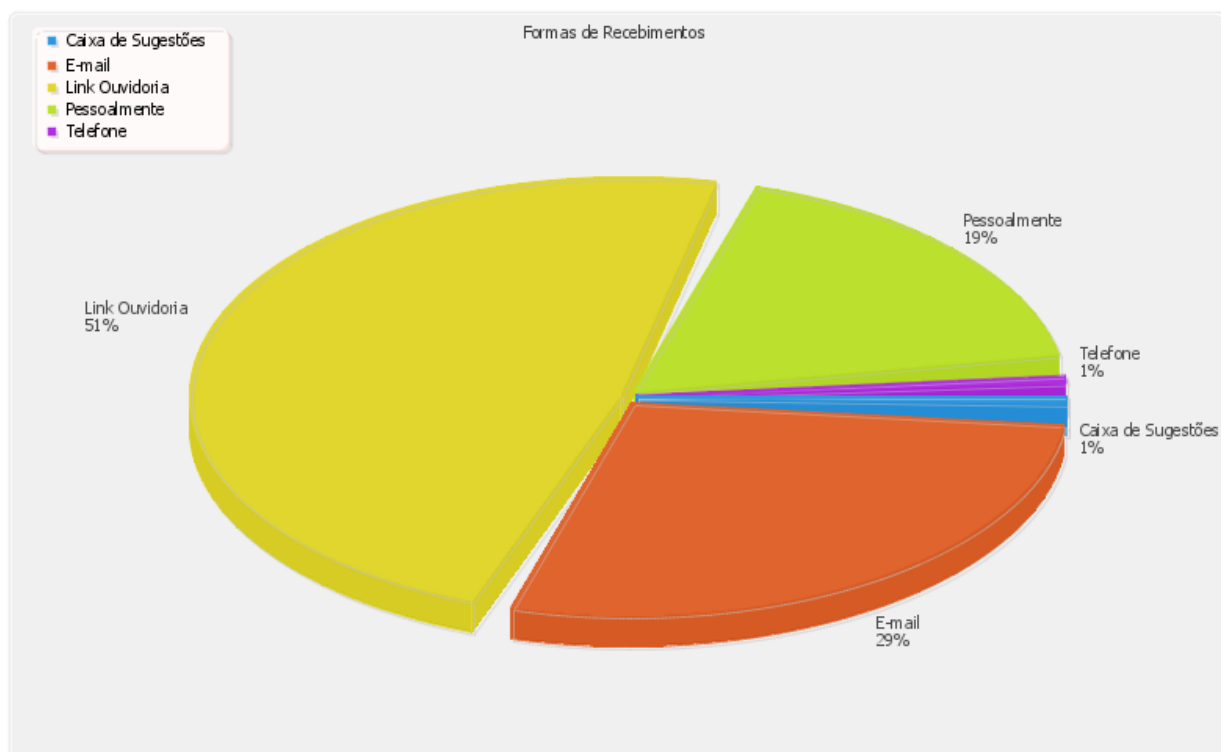
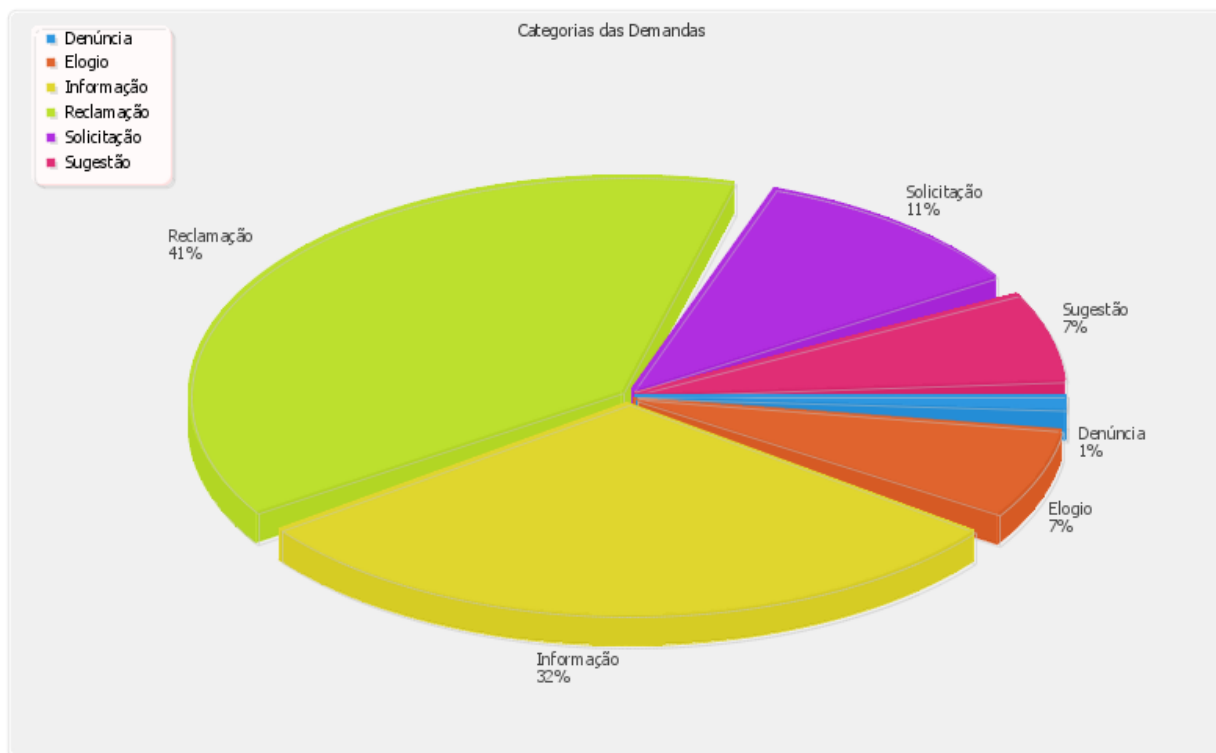
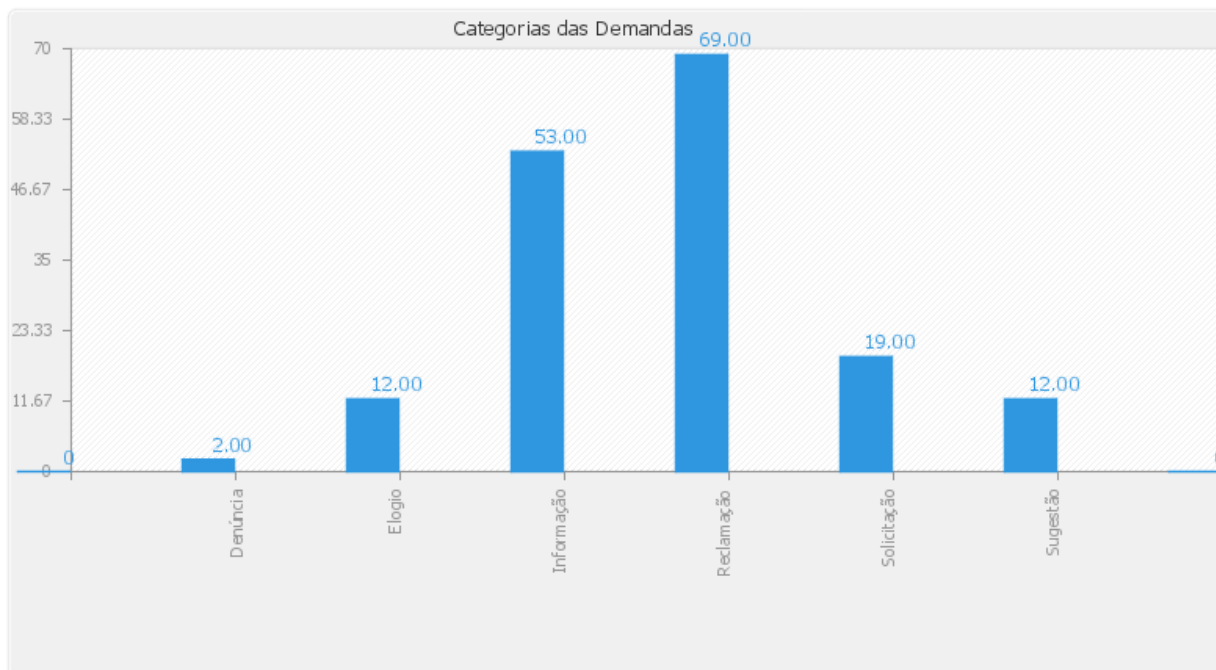


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Denúncia	2	1,198
Elogio	12	7,186
Informação	53	31,737
Reclamação	69	41,317
Solicitação	19	11,377
Sugestão	12	7,186
Total:	167	100



Comparação com o mesmo período do ano anterior

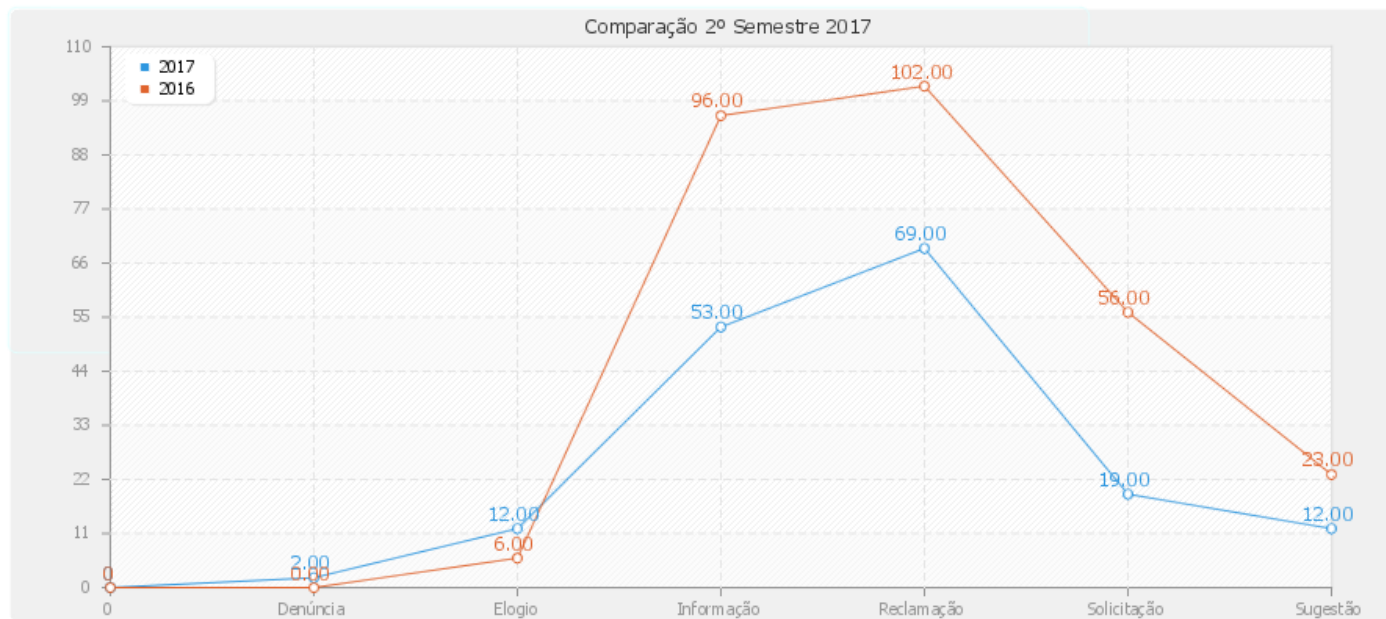
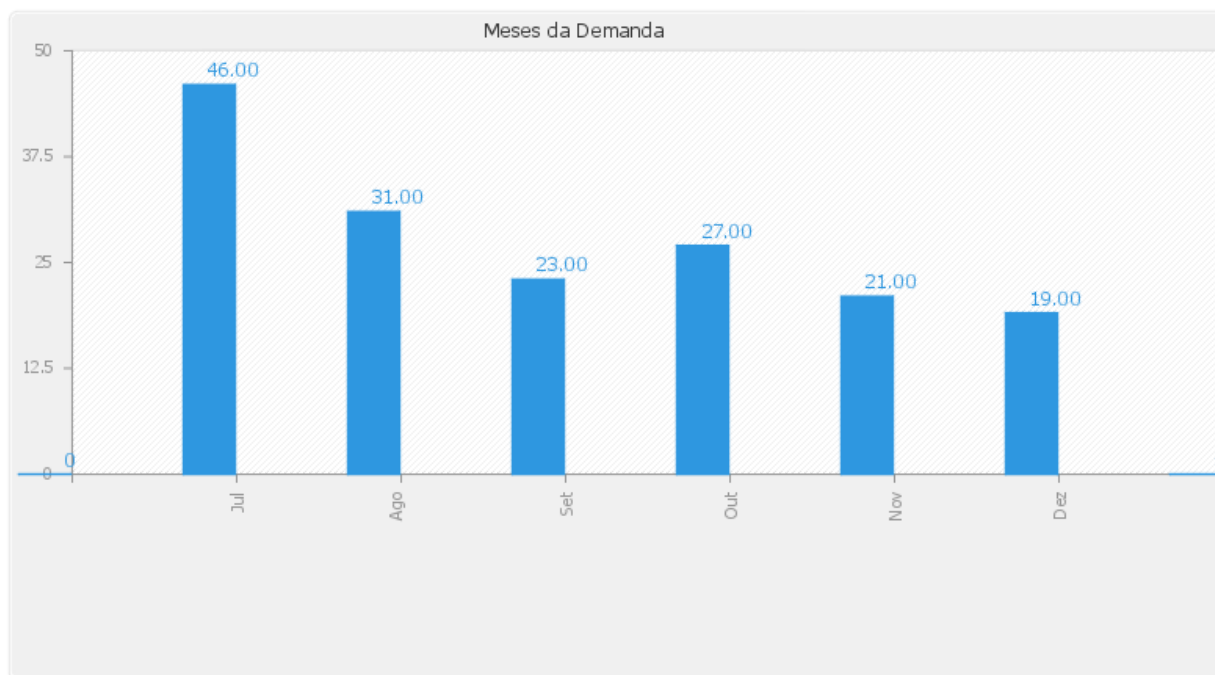
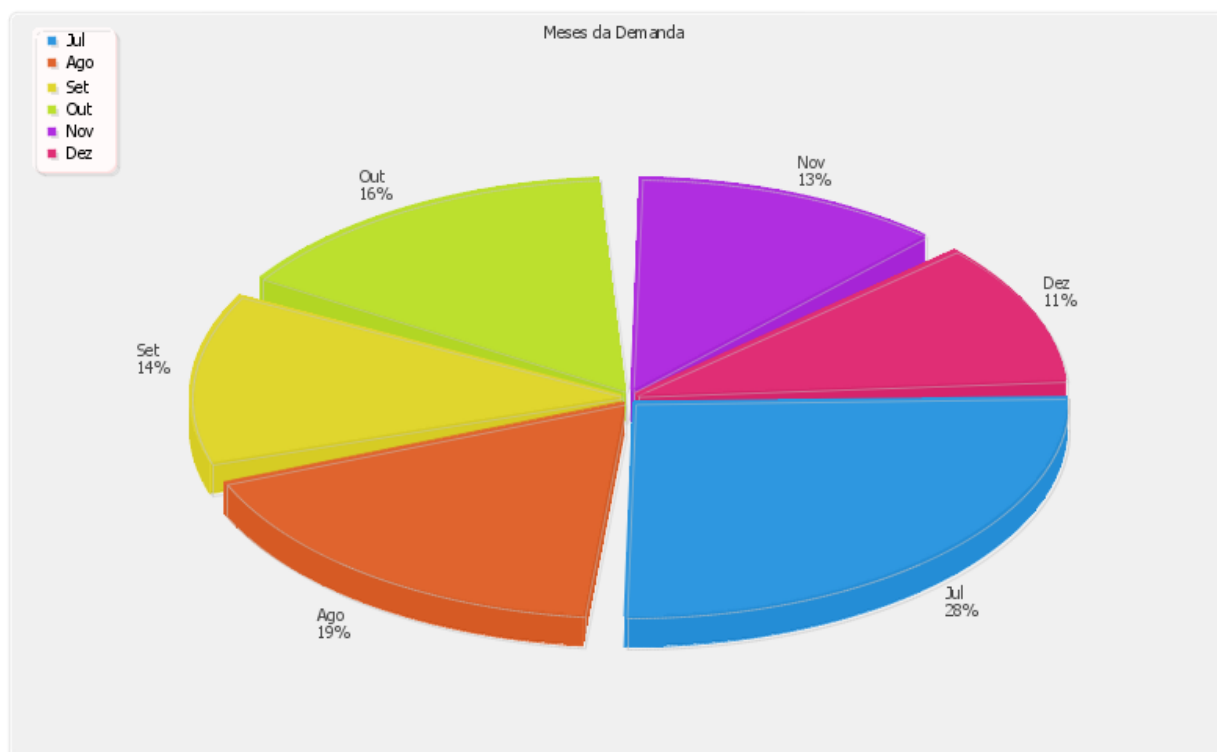


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jul	46	27,545
Ago	31	18,563
Set	23	13,772
Out	27	16,168
Nov	21	12,575
Dez	19	11,377
Total:	167	100





Comparação com o mesmo período do ano anterior

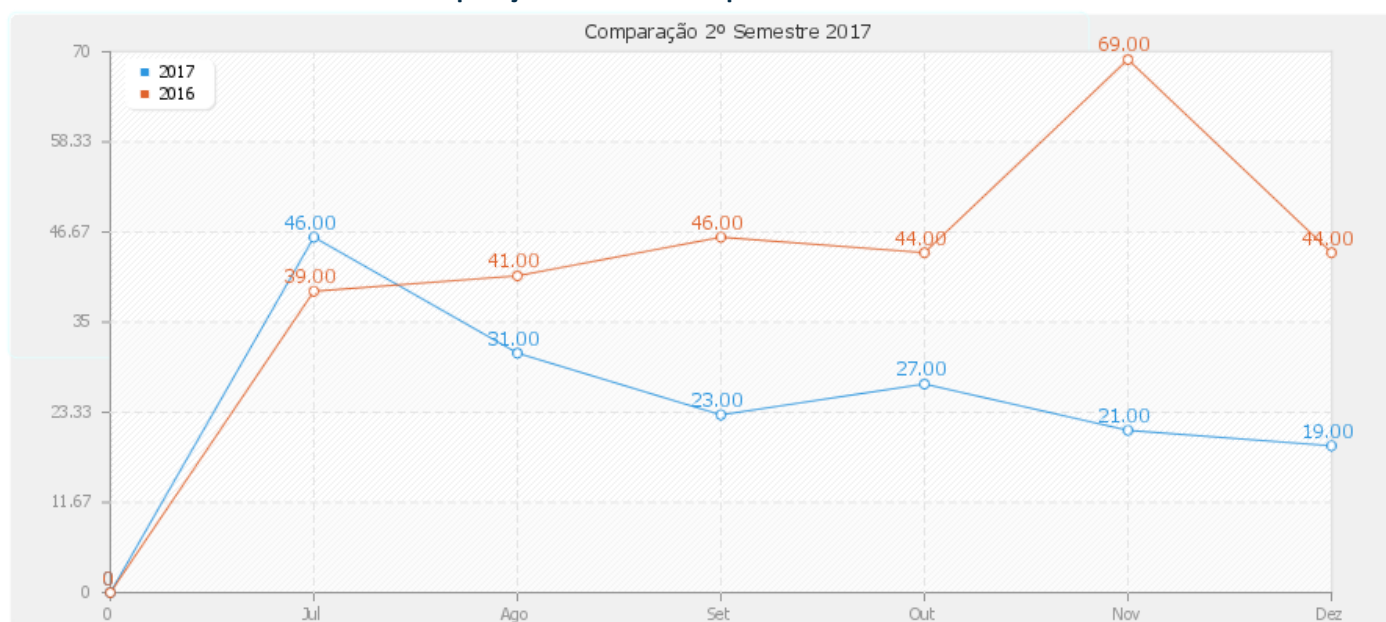
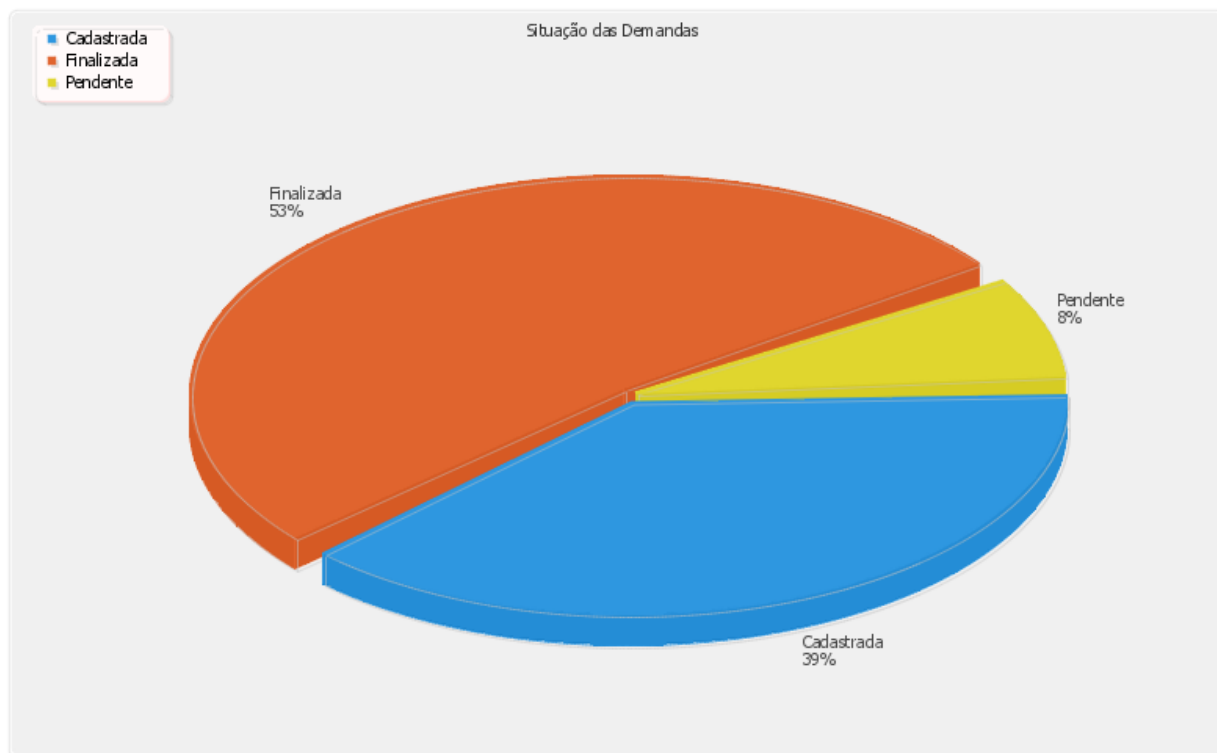
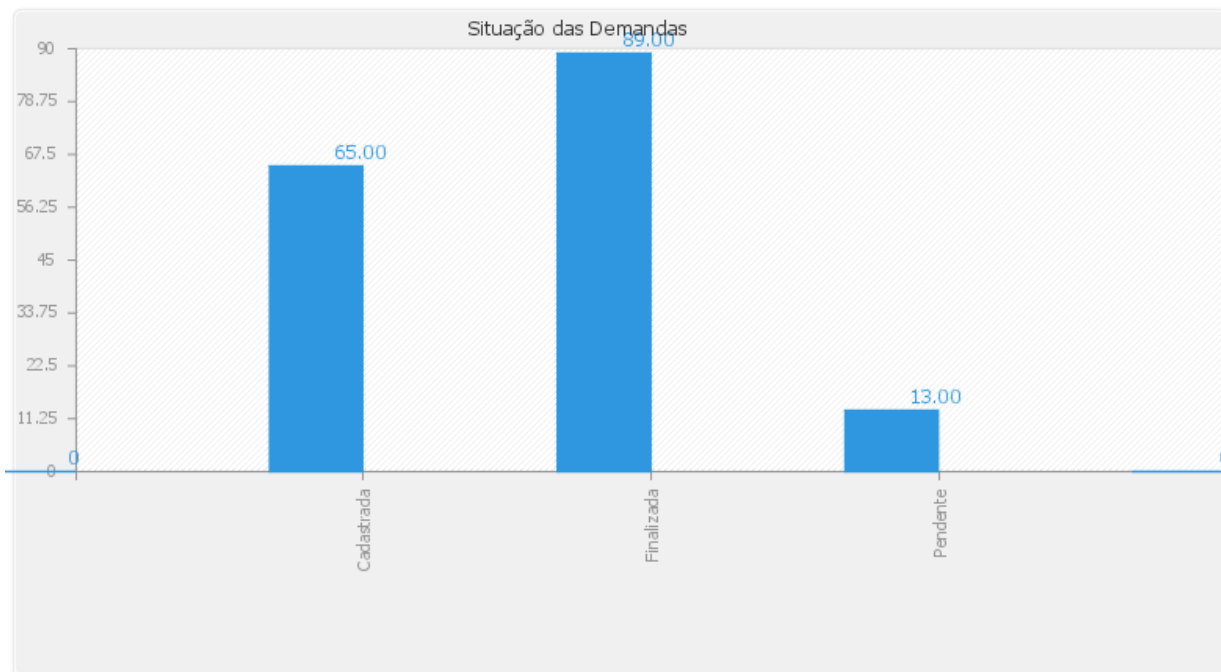


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	65	38,922
Finalizada	89	53,293
Pendente	13	7,784
Total:	167	100



Comparação com o mesmo período do ano anterior

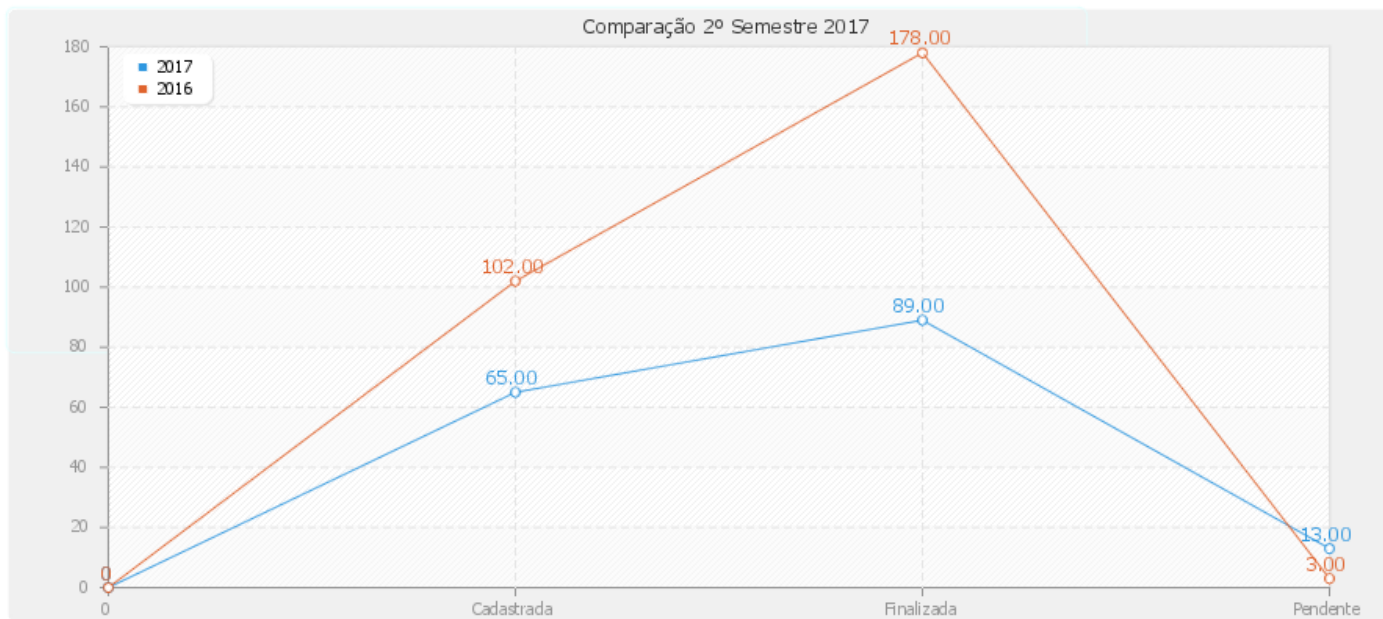
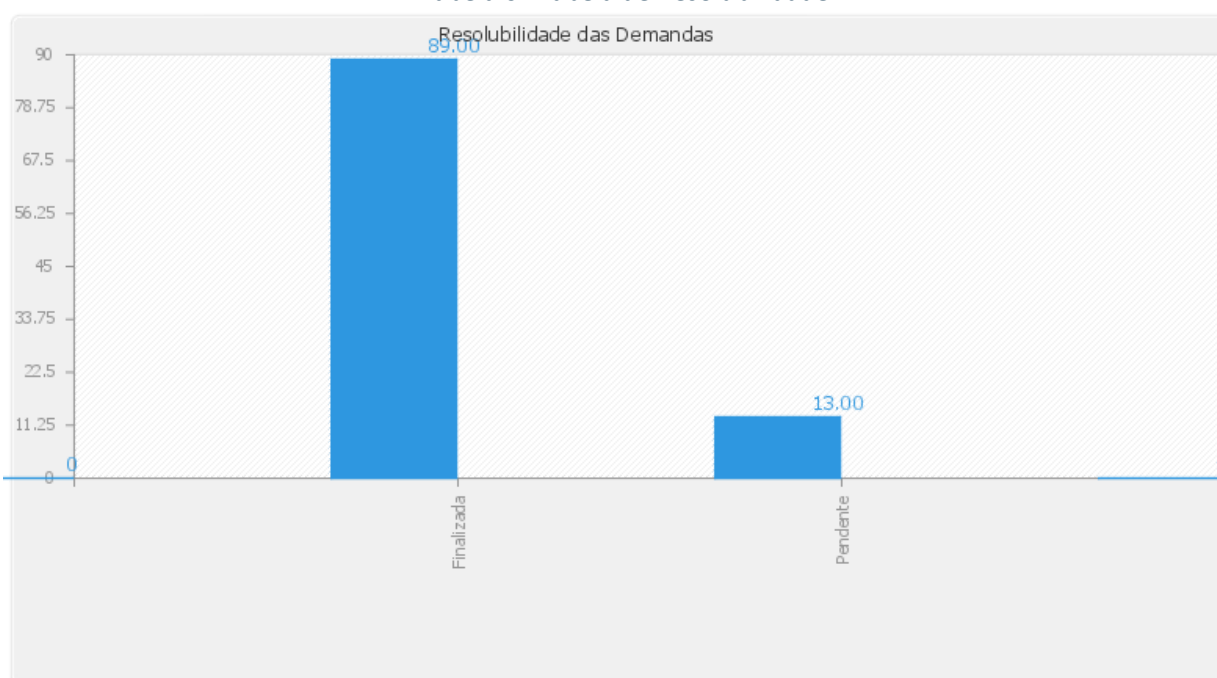


Tabela 6 - Tabela de Resolubilidade:



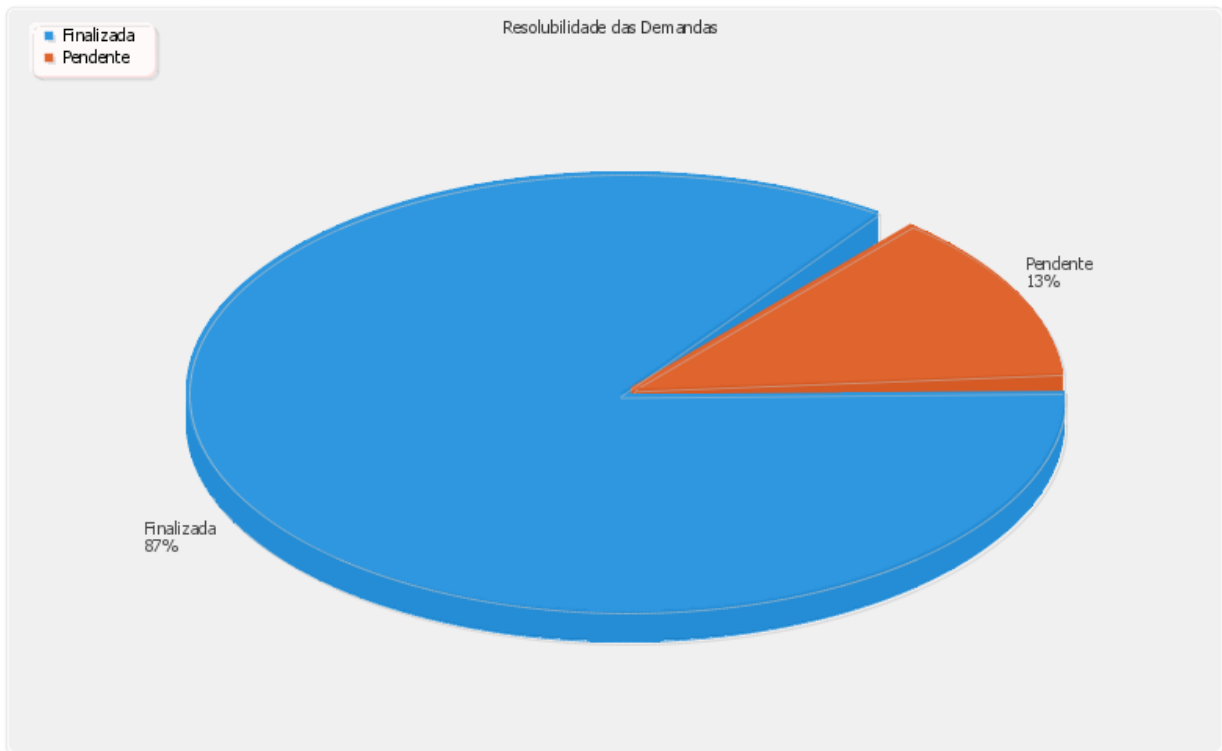
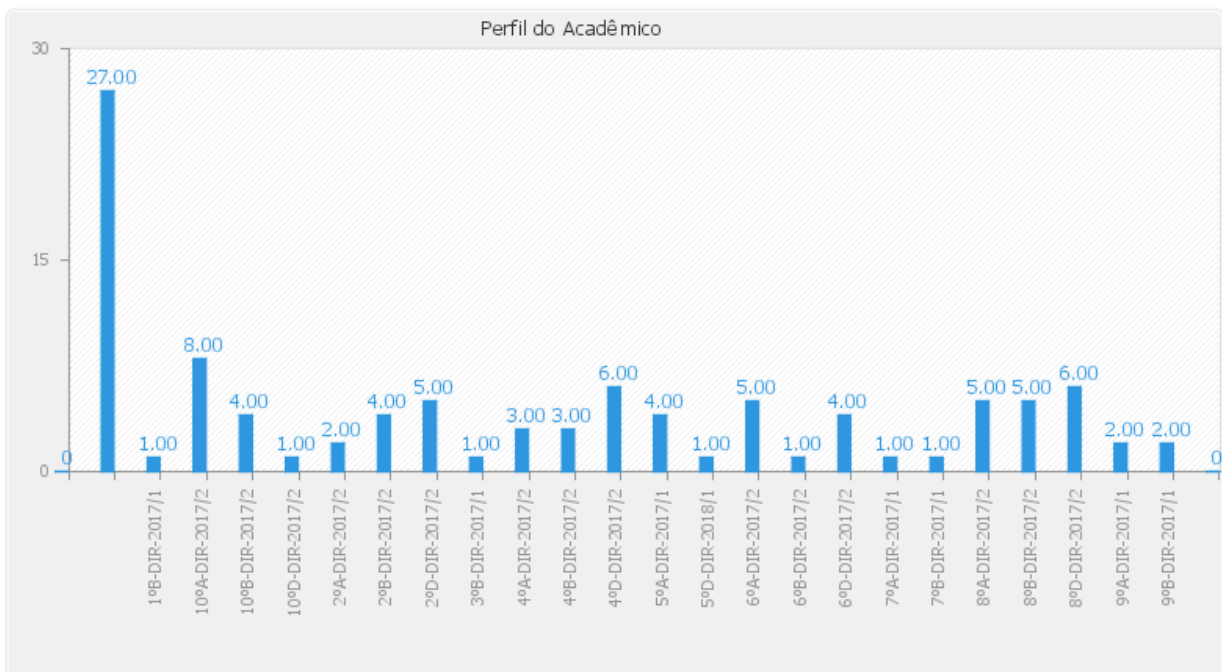


Tabela 7 - Perfil do Acadêmico:



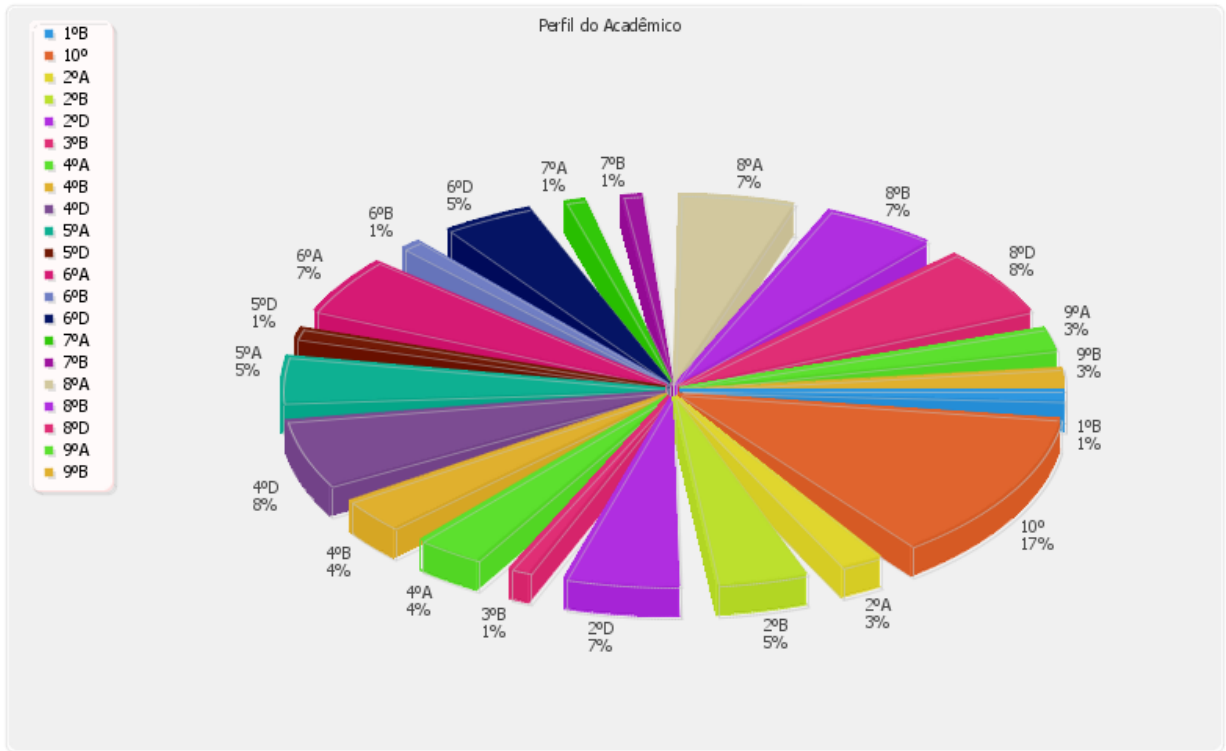


Tabela 8 - Demandas por departamento:

