

Municipal Citizens' Survey – 2024

From 6 March 2024, 19,200 citizens living in the German state capital Dresden will receive the documents for the municipal citizens' survey. These individuals have been selected at random from the population register (Melderegister). The Lord Mayor asks all those contacted to take part in the municipal citizens' survey.

From its inception in 1993, this will be the 15th time that the municipal citizens' survey is to be carried out. The statistics centre of the German state capital Dresden bears responsibility for the survey. It is tasked with preparing the survey, conducting it and analysing the results. It works closely with the offices of the city administration. The survey is intended to achieve the following:

- We would like to gain an idea of the living conditions experienced by the population.
- We would like to analyse how the following areas are developing:
 - Housing and living environment,
 - Assessment of the city and living conditions,
 - Lifelong learning and further training
 - Volunteering and care,
 - City administration,
 - Health and life situations,
 - Environment,
 - Traffic,
 - Security.

The survey's results are important for both the city council and the city administration. These authorities will base their decisions on this.

It is important that as many Dresden residents as possible take part in the survey. Only in doing so is it possible to ensure that the results of the survey are meaningful and allow reliable conclusions to be drawn.

Have you received a questionnaire? You can take part via the Internet (online):

Please check whether you have received questionnaire A, B or C. This is stated in your cover letter or on the questionnaire itself. Click on the corresponding link to the online questionnaire below. Then enter the access code stated in your cover letter.

You can access your online questionnaire here:

[Link to online questionnaire A](#)

[Link to online questionnaire B](#)

[Link to online questionnaire C](#)

Contact us

Kommunale Statistikstelle, Landeshauptstadt Dresden

Visitor address: Ostra-Allee 11, 01069 Dresden, 1st Floor

Telephone [0351-4886922](tel:0351-4886922), **E-mail** umfrage@dresden.de

Postal address: Postfach 12 00 20, 01001 Dresden

Frequently asked questions and answers

Why was I picked?

A random sample is surveyed in the citizens' survey. This means that not all Dresden residents are contacted, but only some of them. This chosen group of citizens is intended to depict the entirety of the city's population. There are various methods for selecting the sample. A so-called random selection procedure is used for the citizens' survey. Every resident with their main place of residence in Dresden has an equal chance of being selected.

Roughly four out of every 100 people in the population will receive a questionnaire. Dresden residents between the ages of 16 and 90 are to be surveyed. People living in retirement homes, nursing homes, prisons and initial reception centres are not being surveyed.

Can someone else fill in the questionnaire and send it back?

The questionnaire is intended for you. That is why you have received the letter. Please complete the questionnaire yourself. This is important, in order to ensure that the survey responses are representative of the entire population. You can ask for help in filling in the questionnaire. But the answers must always relate to yourself or your household.

I was not contacted, but would like to participate voluntarily. Is that possible?

No, only randomly selected people can take part in the survey. Otherwise, it would mainly be those who are particularly interested in the topic who would take part. The results are then no longer representative.

Why is my access code for the online questionnaire not working?

Three questionnaires on different topics were sent out. Please look for the letter of the access code on your cover letter. The questionnaire also states whether you have received questionnaire A, B or C. Click on the link with the letter of your questionnaire.

[Link to online questionnaire A](#)

[Link to online questionnaire B](#)

[Link to online questionnaire C](#)

If the access code still does not work, please contact us.

Our contact details can be found in the box above.

I need new survey documents. How do I get them?

We will be happy to send you a new questionnaire, a new information sheet or a new return envelope. Please feel free to get in touch with us. Our contact details can be found in the box above. Please enter the access code from the letter and your address.

I am finding it difficult to fill in the questionnaire. Who can assist me with this?

If you find it difficult to complete the form due to a visual impairment, language barrier or similar issue, please contact us. Our employees will be happy to help you and find a quick solution. Unfortunately, it is not possible for municipal employees to visit you at home.

The following advice centres, initiatives and associations will help you to complete the questionnaire:

List of associations, initiatives and advice centres
--

Why are there three different questionnaires A, B, C?

The municipal citizens' survey covers many topics. However, filling out the questionnaire should not take too long. That is why there are three questionnaires with different focal points. This year, we are asking the people of Dresden about the following key issues:

- Housing and living environment,
- Assessment of the city and living conditions,
- Lifelong learning and further training
- Volunteering and care,
- City administration,
- Health and life situations,
- Environment,
- Traffic,
- Security.

Why am I (or someone from my household) receiving the documents for the municipal citizens' survey and the city's rent index for 2025?

It is possible that you can receive the survey documents for both surveys. Unfortunately, this cannot be avoided due to the random selection. The two surveys address different concerns and have different content. The data is processed in different places.

Is data protection guaranteed with regard to my participation?

The survey is being conducted in consultation with the Data Protection Officer of the City of Dresden. Your data will be treated confidentially, and will only be viewed and stored confidentially by the Municipal Statistics Office (Kommunale Statistikstelle). The provisions of the EU General Data Protection Regulation (GDPR), the Saxon Data Protection Act, the Saxon Statistics Act and the statutes of the municipal citizen's survey (KBU) apply. Your personal data – such as name and address – and your answers will be kept in separate files. Individual data will not be passed on to other offices of the city administration. The survey data is analysed anonymously. It is not possible to trace who answered what. No individual details are published in the results reports. The data is summarised into groups beforehand.

What is the barcode and the combination of numbers and letters on the questionnaire for?

The barcode can be read with a scanner and contains the adjacent combination of numbers and letters. This allows the questionnaire to be recorded automatically. This means that those contacted can only take part in the survey once (be it online or on paper).

The number-letter combination assigns the following information in accordance with the statutes of the municipal citizen's survey (KBU):

- the residential location (good/average/simple),
- the location in a flood zone (yes/no) and
- the respective district.

More on this can be found in the section: **How can small-scale analyses be carried out?**

We will scan the questionnaire as soon as we receive it and delete your name and address.

Otherwise, we will delete names and addresses as soon as we have sent the reminder letter.

We only analyse the data once the names and addresses have been deleted.

More on this in the section: **Is data protection guaranteed with regard to my participation?**

Why are questions about the person – such as gender or year of birth – required?

These questions are used to analyse the responses of different groups of people. These can be men and women, for example, or younger and older people. This makes it possible to recognise whether different groups of people have different living conditions, views and expectations.

How can small-scale analyses be carried out?

Dresden's neighbourhoods differ from one another, in terms of:

- their building structure,
- the social composition of its residents and
- many other characteristics.

It is important to be aware of these special features. In doing so, the right conclusions and decisions can be made for our city's continued development.

An auxiliary file is created from the addresses of the random sample in accordance with the statutes of the municipal citizen's survey (KBU). It contains the spatial allocation to residential areas, neighbourhoods and flood plains. We subsequently assign the areas to the answers using the combination of numbers and letters. At least several hundred inhabitants live in the areas. This means that no conclusions can be drawn about individual persons. You can see the location of the respective areas on a topic-specific [city map](#), for example.

When and where will the results of the citizens' survey be published?

The survey is expected to be analysed by the end of 2024. The public will then be informed of the most important results at a press conference.

Two brochures are also set to be produced: The "Core Messages" brochure will

- provide comparisons with other surveys through texts and graphics,
- emphasise trends and

- provide information on the results' categorisation.

All responses will be statistically analysed in the "Table section" brochure. These are then displayed in the form of a table.

The publications can be downloaded free of charge from the website of the German state capital Dresden. The printed brochure "Core Messages" can be ordered from the Municipal Statistics Office. This will incur a nominal fee. You can find the publications on past citizens' surveys in the [archive](#).

Much of the data collected since 1993 can be viewed in the interactive application "[KBU Atlas](#)". It clearly illustrates the level of basic rent ("Grundmiete"), income and many other topics on a map of Dresden and using various graphics.

Basis of the municipal citizens' survey

The legal basis is the statute governing the organisation of municipal citizens' surveys. It was approved by the city council. The purpose, content and procedure of the survey are described in the statutes.

[Satzung KBU](#)

Archive for the results of municipal citizens' surveys since 1993

You can find the published analyses of past municipal citizens' surveys [here](#).