

Laurin Friedrich, M.A.

Contact Details

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Current Positions

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|---------------|---|
| Since 04/2021 | Doctoral Researcher, University of Duisburg-Essen <ul style="list-style-type: none">Chair of Political Science and Public Administration, Institute of Political ScienceThird-party funded project <i>Diversity in Local Administrations</i> |
| Since 04/2021 | Doctoral Researcher, University of Konstanz <ul style="list-style-type: none">Cluster of Excellence <i>The Politics of Inequality</i>, Project <i>Inequality in Street-Level Bureaucracy: Linguistic Analysis of Public Service Encounters</i> |

Education

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|-------------------|--|
| 10/2018 – 03/2021 | M.A. Politics and Public Administration, University of Konstanz
- <i>Very good with distinction</i> |
| 10/2014 – 03/2018 | B.A. Social Science, Ruhr-University of Bochum
- <i>Very good, awarded as best of the year</i> |

Publications

Peer reviewed journal articles

Eckhard, S., & Friedrich, L. (2024). Linguistic features of public service encounters: How spoken administrative language affects citizen satisfaction. *Journal of Public Administration Research and Theory*, 34(1), 122-135. doi.org/10.1093/jopart/muac052.

Eckhard, S., Friedrich, L., Hautli-Janisz, A., Mueden, V., & Espinoza, I. (2024). A taxonomy of administrative language in public service encounters. *International Public Management Journal*, 27(1), 60-75. doi.org/10.1080/10967494.2022.2075062.

Siskou, W., Friedrich, L., Eckhard, S., Espinoza, I., & Hautli-Janisz, A. (2022). Measuring Plain Language in Public Service Encounters. *Proceedings of the 2nd Workshop on Computational Linguistics for Political Text Analysis (CPSS-2022)*, 27-35. <https://old.gscl.org/en/arbeitskreise/cpss/cpss-2022/workshop-proceedings-2022>.

Reviews and op-ed articles

Eckhard, S. & Friedrich, L. (2022). Kommunikation ist alles - Wie gesprochene Verwaltungssprache die Bürgerzufriedenheit erhöhen kann. *Behördenpiegel*, 08/2022.

Friedrich, L. (2021). Diesen Schuh zieht sich Weber nicht an. *FORUM - Stipendiatisches Magazin der Friedrich-Ebert-Stiftung*, 43 (1), 64-68.

Friedrich, L. & Eckhard, S. (2019). Review of: *Bogumil, Jörg, Burgi, Martin, Kuhlmann, Sabine, Hafner, Jonas, Heuberger, Moritz & Krönke, Christoph (2018). Bessere Verwaltung in der Migrations- und Integrationspolitik. Baden-Baden: Nomos.* In: *dms – der moderne staat* 12(2), 481-485.

Friedrich, L. (2019). Am Ende des deutschen Rechtsstaates – Wie und warum der deutsche Staat seine Studierenden beim Unterhaltsrecht im Stich lässt. *Powalter - Fachschäftsmagazin*, 46-49.

Awards & Grants

2024	Hans Böckler Foundation, applicant and investigator (PIs: Nicolai Dose, Jörg Bogumil, Alexander Unser), € 305,489 in total
04/2022	International Research Society for Public Management (IRSPM), Christopher Pollitt Prize for the best paper in the annual conference 2022 (together with Steffen Eckhard)
06/2019 – 03/2021	Friedrich Ebert Foundation, scholarship for master studies

Conferences, workshops & invited presentations

2023 November: Working Lab 'Umkämpfte Teilhabe in postmigrantischen Demokratien', Interdisziplinäres Zentrum für Integrations- und Migrationsforschung (InZentIM), Duisburg

2023 November: Rhine-Waal University of Applied Sciences, invited to give a guest lecture on public sector reforms in the German states, Kamp-Lintfort

2023 June: 6th International Conference on Public Policy, Toronto

2023 April: International Research Society for Public Management (IRSPM) Annual Conference, Budapest

2023 March: Sektionstagung Policy-Analyse und Verwaltungswissenschaft, German Political Science Association (DVPW), Kassel

2023 March: 16. Jahrestagung des Forums Junge Staats-, Verwaltungs- und Policy-Forschung (FoJuS), Duisburg

2022 May: Urban Thinkers Campus, invited to give a presentation on administrative language & gender, Mannheim

2022 May: Workshop of the City of Lehrte on intercultural opening in public administration, invited to give an input talk, online

2022 April: International Research Society for Public Management (IRSPM) Annual Conference, online (awarded with the Christopher Politt Prize for the Best Conference Paper)

2022 March: Sektionstagung Policy-Analyse und Verwaltungswissenschaft, German Political Science Association (DVPW), online

2022 February: 15. Jahrestagung des Forums Junge Staats-, Verwaltungs- und Policy-Forschung (FoJuS), online

2021 October: 'Street-Level Bureaucrats in Times of Change', Research Workshop of The German-Israeli Foundation for Scientific Research and Development, online

2021: April/ May: Miniconference on Social Equity and Public Administration: The Behavioral Perspective, American University, online

2021: April: International Research Society for Public Management (IRSPM) Annual Conference, online

Professional Service

Peer review: *Public Management Review*, *Public Administration and Development*, *International Journal of Social Welfare*

Co-speaker of the Forum for Early Career Policy and Public Administration Researchers (FoJuS) within the section Policy Analysis and Public Administration Research of the German Political Science Association (DVPW)

Member of the Ethical Board of the Faculty of Social Sciences at the University of Duisburg-Essen

Membership

International Research Society for Public Management (IRSPM), International Public Policy Association (IPPA), German Political Science Association (Deutsche Vereinigung für Politikwissenschaft - DVPW), Interdisziplinäres Zentrum für Integrations- und Migrationsforschung (InZentIM)

Teaching

Democracy Theory and Public Administration – Seminar, University of Duisburg-Essen, Summer term 2024 (BA level)

Street-Level Bureaucracy: Making the difference between policy fact and policy fiction – Seminar, University of Duisburg-Essen, Winter term 2023/2024 (BA level)

Im Erdgeschoss der Regierung: Der verwaltungswissenschaftliche Forschungszweig der Street-Level Bureaucracy – Seminar, University of Duisburg-Essen, Winter term 2023/2024 (BA level)

Methodenanwendung in der Praxis - 2nd part of a research seminar on quantitative surveys, University of Duisburg-Essen, Summer term 2023 (BA level)

Street-Level Bureaucracy: Making the difference between policy fact and policy fiction – Seminar, University of Duisburg-Essen, Winter term 2022/2023 (BA level)

Im Erdgeschoss der Regierung: Der verwaltungswissenschaftliche Forschungszweig der Street-Level Bureaucracy – Seminar, University of Duisburg-Essen, Winter term 2022/2023 (BA level)

Im Maschinenraum der Macht: Die Rolle der öffentlichen Verwaltung im politischen System der BRD - Seminar, University of Duisburg-Essen, Summer term 2022 (BA level)

Öffentliche Verwaltung und deren Modernisierung - Lecture, University of Duisburg-Essen, Winter term 2021/ 2022 (BA level)

Im Erdgeschoss der Regierung: Der verwaltungswissenschaftliche Forschungszweig der Street-Level Bureaucracy - Seminar, University of Duisburg-Essen, Winter term 2021/ 2022 (BA level)

Im Maschinenraum der Macht: Die Rolle der öffentlichen Verwaltung im politischen System der BRD - Seminar, University of Duisburg-Essen, Summer term 2021 (BA level)

Work Experience

09/2020 – 10/2020	Internship German Federal Ministry of Labour and Social Affairs
02/2020 – 04/2020	Internship Kienbaum Consultants International – Department for Public Sector & Healthcare
11/2018 – 03/2021	Graduate Research Assistant University of Konstanz – Chair of Public Administration and Organization Theory, Department of Politics and Public Administration
09/2016 – 11/2016	Internship Ministry of Labour, Integration and Social Affairs of the State of the State of North Rhein-Westphalia
07/2016 – 03/2018	Student Assistant Ruhr-University of Bochum – Chair of Public Administration and Regional Politics, Faculty of Social Science