

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

## Current Research and Teaching Interests

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- Street-Level Bureaucracy and Representative Bureaucracy Theory
- Bureaucratic Discrimination, Citizen-State Interactions and Local Administrations
- Public Administration and Populism
- Policy Feedback and Implementation Research
- Experimental Methods and Behavioural Public Administration
- Public Administration in Germany

## Publications

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### Peer reviewed journal articles

Friedrich, L. (2025). Coping with political-ideological pressure: How street-level bureaucrats shield policy implementation from politicization. *Governance*, 38(4), 1-13.  
[doi.org/10.1111/gove.70052](https://doi.org/10.1111/gove.70052)

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](https://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](https://doi.org/10.1080/10967494.2022.2075062).

Espinoza, I., Frenzel, S., Friedrich, L., Siskou, W., Eckhard, S., & Hautli, A. (2024). PSE v1.0: The First Open Access Corpus of Public Service Encounters. *Proceedings of the 2024 Joint International Conference on Computational Linguistics, Language Resources and Evaluation (LREC-COLING 2024)*. 13315–13320.  
<https://aclanthology.org/volumes/2024.lrec-main/>

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

### Manuscripts under review

Dose, N. & Friedrich, L. Predicting societal resistance against a policy: Findings from a survey experiment (revised and resubmitted to *Policy Studies Journal*).

Friedrich, L., & Eckhard, S. Inequality in frontline communication: Computational text analysis of gender biases in spoken administrative language (revised and resubmitted to *Journal of Public Administration Research and Theory*).

Eckhard, S., & Friedrich, L. The Language of Public Encounters: Computational Measures of Complexity and Emotionality in Spoken Bureaucratic Communication (revised and resubmitted to *Social Policy & Administration*).

### Other publications

Friedrich, L. (2025). Verwaltungspolitik und bürokratischer Widerstand in Zeiten populistischer Regierungen: Verwaltungswissenschaftliche Perspektiven auf die autoritäre Krise liberaler Demokratien. *Über Politik aus der Wissenschaft*.  
<https://doi.org/10.17185/politik-wissenschaft/20250317>

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

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.*

## Education

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10/2018 – 03/2021                      M.A. Politics and Public Administration, University of Konstanz  
- *Very good with distinction*

10/2014 – 03/2018                      B.A. Social Science, Ruhr-University of Bochum  
- *Very good, awarded as best of the year*

## Awards & Grants

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- Behavioural Public Administration Best Paper Award in the Annual Conference of the European Group for Public Administration (EGPA) 2024
- Third-party funded project 'Diversity in Local Administrations', Hans Böckler Foundation, 305,489 € in total as well as 3,423 € seed-funding (applicant and investigator, together with researchers at the University of Bochum and Dortmund)
- Christopher Pollitt Prize for Best Paper in the Annual Conference of the International Research Society for Public Management (IRSPM) 2022
- Scholarship for master studies, Friedrich Ebert Foundation
- Bachelor degree awarded as best of the year

## Professional Service

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### Peer Review

- *Public Management Review, Journal of Public Administration Research and Theory, Perspectives on Public Management and Governance, Public Administration and Development, International Journal of Social Welfare*

### Positions

- Co-speaker of the Forum for Early Career Policy and Public Administration Researchers (FoJuS) within the section Policy Analysis and Public Administration of the German Political Science Association (DVPW)
- Member of the Ethical Board of the Faculty of Social Sciences at the University of Duisburg-Essen

### Organized panels and conferences

- Annual Meeting of the Forum for Early Career Policy and Public Administration Researchers (FoJuS) 2024

- Panel on Administrative Inequality at the 29<sup>th</sup> Congress of the German Political Science Association (DVPW) 2024

#### Membership

- International Research Society for Public Management (IRSPM), International Public Policy Association (IPPA), German Political Science Association (DVPW), Interdisciplinary Centre for Research on Integration and Migration (InZentIM)

### **Conferences, workshops & invited presentations**

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07/ 2025: Micro Foundations of Administrative Inequality: Connecting the Dots, Research Workshop, Konstanz

04/ 2025: International Research Society for Public Management (IRSPM) Annual Conference, Bologna

02/ 2025: Annual Meeting of the Forum for Early Career Policy and Public Administration Researchers (FoJuS), Bochum

02/ 2025: International Institute of Administrative Science (IIAS) Annual Conference, Delhi

11/ 2024: Rhine-Waal University of Applied Sciences, invited to give a guest lecture on public sector reforms in the German states, Kamp-Lintfort

11/ 2024: Conference on Current Directions in Research on Political Support, University of Duisburg-Essen, Duisburg

09/ 2024: 29<sup>th</sup> Congress of the German Political Science Association (DVPW) 2024, Göttingen

04/ 2024: International Research Society for Public Management (IRSPM) Annual Conference, Tampere

03/2024: European Consortium for Political Research (ECPR), Joint Sessions of Workshops, Lüneburg

03/2024: Annual Meeting of the Section Policy-Analysis and Public Administration, German Political Science Association (DVPW), Braunschweig

03/2024: Annual Meeting of the Forum for Early Career Policy and Public Administration Researchers (FoJuS), Braunschweig

11/2023: Working Lab 'Umkämpfte Teilhabe in postmigrantischen Demokratien', Interdisziplinäres Zentrum für Integrations- und Migrationsforschung (InZentIM), Duisburg

11/2023: Rhine-Waal University of Applied Sciences, invited to give a guest lecture on public sector reforms in the German states, Kamp-Lintfort

06/2023: 6<sup>th</sup> International Conference on Public Policy (ICPP), Toronto

04/2023: International Research Society for Public Management (IRSPM) Annual Conference, Budapest

03/2023: Annual Meeting of the Section Policy-Analysis and Public Administration, German Political Science Association (DVPW), Kassel

03/2023: Annual Meeting of the Forum for Early Career Policy and Public Administration Researchers (FoJuS), Duisburg

05/2022: Urban Thinkers Campus, invited to give a presentation on administrative language & gender, Mannheim

05/2022: Workshop of the City of Lehrte on intercultural opening in public administration, invited to give an input talk, online

04/2022: International Research Society for Public Management (IRSPM) Annual Conference, online (awarded with the Christopher Politt Prize for the Best Conference Paper)

03/2022: Annual Meeting of the Section Policy-Analysis and Public Administration, German Political Science Association (DVPW), online

02/2022: Annual Meeting of the Forum for Early Career Policy and Public Administration Researchers (FoJuS), online

10/2021: Street-Level Bureaucrats in Times of Change, Research Workshop of The German-Israeli Foundation for Scientific Research and Development, online

5/2021: Miniconference on Social Equity and Public Administration: The Behavioral Perspective, American University, online

4/2021: International Research Society for Public Management (IRSPM) Annual Conference, online

## Teaching

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### Lecture

- *Öffentliche Verwaltung und deren Modernisierung* (winter term 21/22)

### Seminars

- *Democracy Theory and Public Administration* (summer term 24)
- *Street-Level Bureaucracy: Making the difference between policy fact and policy fiction* (winter term 22/23, 23/24)
- *Im Erdgeschoss der Regierung: Der verwaltungswissenschaftliche Forschungszweig der Street-Level Bureaucracy* (winter term 21/22, 22/23, 23/24)
- *Erfassung digitaler Daten in online-basierten Umfragen* (2nd part of an applied research seminar on quantitative surveys, summer term 2023)
- *Im Maschinenraum der Macht: Die Rolle der öffentlichen Verwaltung im politischen System der BRD* (summer term 21, 22)

### Thesis supervision

- Second supervisor for seven bachelor and master theses on different fields and topics in political science and public administration research