

Curriculum Vitae



Surname:	Lestari
First Name:	Hesti
Date of Birth:	02/07/1959
Academic Qualification:	Master of Rural Sociology (1990) from Bogor Agriculture Institute, IPB
Venia Legendi (qualification to teach):	National Certification of Lecturer (2010) (Ministry of Education and Culture, Republic of Indonesia)
Further Qualifications:	
At the Higher Education Institution (to be accredited) since:	1983
Level of Employment (part-time or full-time):	<ol style="list-style-type: none"> 1. Assistant Professor 2. Full-time Lecturer of Public Administration Department, Universitas Diponegoro
Teaching Focus:	<p>Undergraduate Teaching:</p> <ol style="list-style-type: none"> 1. Development Administration 2. Development Planning 3. Conflict Management 4. Introduction to Social Science 5. Urban Management 6. Pancasila Education and 7. Citizenship 8. Excellent Service 9. Institutional Relations 10. Indonesian Socio-Cultural System 11. Social Empowerment 12. Complaint Management
Interdisciplinary Aspects:	Public Management
Activities in the Areas:	
<ul style="list-style-type: none"> • Further Education 	<p>Further Education:</p> <ol style="list-style-type: none"> 1. Teaching Certification From Ministry of Education, Republic of Indonesia <p>Workshops and Certificates:</p> <ol style="list-style-type: none"> 1. As participant : Workshop on Compilation of Graduate Learning Outcomes (CPL) Diploma Program Four/Bachelor of Applied Office Administration (2021) 2. As participant : National Seminar on Transformation of D3 to D4 Programs in Order to Improve Graduate Competence (2021) 3. As narrator : National Webinar & Call for Paper "The Role of Women as Economic Heroes in the Era of the Pandemic (2021) 4. As speaker : International Conference on Indonesian Social & Political Inquiries (ICISPE) (2021) 5. As speaker : General Discussion "The Role of Pancasila in Facing the Palestine-Israel Humanitarian Crisis" (2021)
<ul style="list-style-type: none"> • Research 	<ol style="list-style-type: none"> 1. Excellent Service at Government-Owned General Hospitals in Java (Studies at Central General Hospital Dr. Kariadi Semarang, Regional General Hospital Dr. Soetomo Surabaya, and Central General Hospital Dr. Hasan Sadikin Bandung) (2021)

	<ol style="list-style-type: none"> 2. Capacity Development for Public Service Innovation Management of Banyumas Regency Government (2021) 3. Effect of Knowledge Management Capability and Organizational Learning on Organizational Performance at PT “XXX” Pharma, Tbk., Pasuruan, East Java (2020) 4. A Portrait of the Capacity of Public Service Innovation in the Surakarta City Government (2020) 5. Public Policy Analysis: Problem Exploration and Recommendation to Public Service Innovation in Surakarta City Government (2020) 6. Potential For the Development of Ecotourism of Begadung Island, Bangka Regency (2019)
• Consultancy	
How are personal research activities reflected in teaching activities?	<p>Personal research activities reflected in my teaching activities as explains as follow:</p> <ol style="list-style-type: none"> 1. All of my research topic directly related with subject that I teach in Bachelor programme 2. Case studies on my research become one of the topic discussion in class
Work experience:	
1. General	<ol style="list-style-type: none"> 1. Teaching undergraduate programme in Universitas Diponegoro (1983-present) 2. Teaching in Indonesia National Police Academy (1984 – present)
2. Activities as an Expert:	
Publications:	<p>Article Publication:</p> <p>Lestari, H. (2021). PELAYANAN PRIMA PADA RUMAH SAKIT UMUM MILIK PEMERINTAH DI JAWA (Studi di Rumah Sakit Umum Pusat Dr. Kariadi Semarang, Rumah Sakit Umum Daerah Dr. Soetomo Surabaya, dan Rumah Sakit Umum Pusat Dr. Hasan Sadikin Bandung). <i>Dialogue: Jurnal Ilmu Administrasi Publik</i>, 3(1), 55-72.</p> <p>Lestari, H. (2021). Pengembangan Kapasitas Manajemen Inovasi Pelayanan Publik Pemerintah Daerah Kabupaten Banyumas</p> <p>Rostyaningsih, D., & Lestari, H. (2020, April). People Empowerment Strategy at Human Primordial Conservation Zone of Sangiran, Sragen Regency. In <i>ICISPE 2019: Proceedings of the 4th International Conference on Indonesian Social and Political Enquiries, ICISPE 2019, 21-22 October 2019, Semarang, Central Java, Indonesia</i> (p. 211). European Alliance for Innovation.</p> <p>Fauziah, L., Lestari, H., Aini, R. K., & Mege, S. R. (2020, September). Pengaruh Knowledge Management Capability dan Organizational Learning terhadap Organizational Performance Di PT “XXX” Pharma, Tbk., Pasuruan, Jawa Timur. In <i>Prosiding Seminar Nasional Indonesian R Summit</i> (Vol. 1, No. 1).</p> <p>Santoso, R. S., Lestari, H., & Rostyaningsih, D. (2021). A Portrait of the Capacity of Public Service Innovation in the Surakarta City Government.</p> <p>Santoso, R. S., Rostyaningsih, D., & Lestari, H. (2021). Public Policy Analysis: Problem Exploration and Recommendation to Public Service Innovation in Surakarta City Government.</p> <p>Purnaweni, H., & Lestari, H. (2019, October). Potential For The Development Of Ecotourism Of Begadung Island, Bangka Regency. In <i>International Conference on Maritime and Archipelago (ICoMA 2018)</i> (pp. 188-190). Atlantis Press.</p>



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	<p>Lestari, H. (2019). Public Service Challenge in Disruptive Era (A case Study On Land Certification In Karanganyar Regency)</p> <p>Rahayu, A. P., Rostyaningsih, D., & Lestari, H. (2022). MANAJEMEN PEMBERDAYAAN MASYARAKAT SENTRA KOPI DI DESA WISATA DOESOEN SIRAP KABUPATEN SEMARANG. <i>Journal of Public Policy and Management Review</i>, 11(4), 174-192.</p> <p>Santoso, R. S., Lestari, H., & Rostyaningsih, D. (2022, September). Capacity Advancement for Public Service Innovation Management Within Maneuvering Covid-19 in Banyumas Regency. In <i>Proceedings of the 6th International Conference on Social and Political Enquiries, ICISPE 2021, 14-15 September 2021, Semarang, Indonesia</i>.</p> <p>Lestari, H., Rostyaningsih, D., & Santoso, R. S. (2022, September). The Role Leadership in Developing Covid-19 Handling Service Innovations in Banyumas Regency. In <i>ICISPE 2021: Proceedings of the 6th International Conference on Social and Political Enquiries, ICISPE 2021, 14-15 September 2021, Semarang, Indonesia</i> (p. 133). European Alliance for Innovation.</p> <p>Rostyaningsih, D., Lestari, H., & Santoso, R. S. (2022, September). Strengthening Networks as a Public Service Encouragement in Handling Covid-19 Banyumas Regency. In <i>Proceedings of the 6th International Conference on Social and Political Enquiries, ICISPE 2021, 14-15 September 2021, Semarang, Indonesia</i>.</p> <p>Revario, B. R., Rostyaningsih, D., & Lestari, H. (2022). IMPLEMENTASI KEBIJAKAN PERLINDUNGAN ANAK DALAM PENANGANAN TINDAK KEKERASAN ANAK DI KOTA SEMARANG. <i>Journal of Public Policy and Management Review</i>, 11(4), 56-76.</p> <p>Book:</p> <ol style="list-style-type: none"> 1. Modul peningkatan pelayanan kepada masyarakat di Kelurahan Bandarharjo Kecamatan Semarang Utara Kota Semarang (2021) 2. Pengantar Ilmu Sosial (2020)
Memberships:	
International experience through:	
<ul style="list-style-type: none"> ● Management Activities 	
<ul style="list-style-type: none"> ● Academic Activities 	<ol style="list-style-type: none"> 1. As speaker : International Conference on Indonesian Social & Political Enquiries (ICISPE) (2021)
<ul style="list-style-type: none"> ● Personal Background / Experience 	<p>Education</p> <ol style="list-style-type: none"> 1. Master of Rural Sociology, Institut Pertanian Bogor, Indonesia (1990) 2. Bachelor of Sociology, Universitas Gadjah Mada, Indonesia (1987)
Other:	<p>Community service activities:</p> <ol style="list-style-type: none"> 1. Implementation of Community Empowerment Program Based on Selected Poverty Reduction Policy Advocacy in the Sangiran Early Human Conservation Zone, Sragen Regency 3. Improving Services to the Community in Bandarharjo Village, North Semarang District, Semarang City 4. Pkk Archive Management in Bandarharjo Village, North Semarang District, Semarang City 5. Empowerment of Coastal Communities Through Urban Farming as an Effort to Improve Food Security During a Pandemic



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	<ol style="list-style-type: none">6. Assistance in the Utilization of Village Websites for Community Economic Empowerment in Pendem Village, Ngaringan District, Kab. Grobogan7. Improving the Capacity of Urban Village Apparatus in Population Administration Arrangement in Bandarharjo Village, North Semarang District, Semarang City8. Facilitation of Grievance Mechanism through the Village Website in Pendem Village, Ngaringan District, Grobogan Regency9. Strengthening Mitigation and Adaptation of New Behavior During the Covid Pandemic In New Residential Row Houses in Tambakrejo Fisherman Village10. Office Administration Arrangement in Bandarharjo Village, North Semarang District, Semarang City11. Follow-up Pioneering "Thematic Village" Efforts to Develop Semarang City Tourism, Central Java, Indonesia <p>Other:</p> <ol style="list-style-type: none">1. 2010 – 2019 : Head of the Vocation program of Office Administration, FISIP, Universitas Diponegoro
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