

Understanding Seeing gender through in the process of local tax administration
: How being female requires emotional labor and helps manage it effectively?

Abstract

This article aims to study how female tax collecting officers exert emotional labor and manage the process of local tax administration. It is based on a field research focusing on ten female tax collecting officers in (Please specify the area scope e.g. Bangkok). The research methodology employs qualitative data collection methods particularly in-depth interviews. The research findings are derived by content analysis and triangulation method. It is found that (1) ... (2) ... (3) ... (Please specify key research findings). This paper proposes that ... (Please specify a key research suggestion).

Keywords: Gender, Emotional labor, Local tax administration