Steph's Resistance as Hostess in Confronting the Power of Club's Management in Susanna Quinn's *Glass Geishas*

Thesis

Submitted as Partial Fulfillment of the Requirements for the Bachelor Degree of

English Department Faculty of Arts and Humanities

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ABSTRACT

Romlah, Siti. 2018. Steph's Resistance as Hostess in Confronting the Power of Club's Management in Susanna Quinn's Glass Geishas. Thesis. English Department. Faculty of Arts and Humanities, State Islamic University of Sunan Ampel Surabaya.

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In this study, the researcher analyses *Glass Geishas* novel by Susanna Quinn. The study focuses on analyzing the problem of hostess life in workplace as class conflict phenomenon and the resistance of hostess which is represented by Steph as class struggle to the power club's management. The aims of this thesis are to describe the hostess problem and resistance in confronting the power of the club's manager. To answer the problem, this research uses Marxist feminism approach and resistance theory to analyze the struggle of Steph as main character in the novel. The result of the study shows that hostess has many problems in their working place, such as abuse, financial problem, and illegal working and those problems cause them to confront the power of club's management to get their right back.

Keyword: Abuse, financial, illegal working, resistance, hostess, class conflict

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CHAPTER I

INTRODUCTION

1.1 Background of the study

Human naturally are born as individual and social creatures (Suarmini 78). As individual creature, human has a unique characteristic which is different from others. It includes the way of thinking, feeling, and behavior. But, human cannot live by him/herself. It can be seen since human were born (baby) which needs other to help them with their lives, such as eating, drinking, and protecting. Therefore, human as social creature usually have social need to live in a group, such as family, society, or organization. In the group, human can interact or communicate with others which usually based on their same characteristic or purpose (Soekanto 75). It is such as a rich man chooses other rich man as friend, boss with boss, educator with educator. Through this way, the social groups are formed in society. As what Auguste Comte stated that the society does not only consist of a group of people, but also a system which is formed by social relationship that presented a reality with different characteristics of society (292). Thus from the different characteristic and purpose, one group can be distinguish from other groups.

Peter L. Berger also said that in life, there are classes that divided based on the ownership of property. The first is bourgeois who own the factories, corporations, and form the ruling class. The second is proletariat, the mass of workers who are exploited by the ruling class (44). Usually, the case of class division occurs in workplace which consists of employer and employee. It is

supported by Mary Langan statement that the class conflict (class division) happened in the late 19th century, especially in social working (26). It shows that the class division can become the class conflict in workplace. It happened, because usually the employer exploits the employee. They are as the owner of capital can oppress the labor to working overtime without extra wages.

Meanwhile, the worker cannot reject it, because they do not have the power and they also need money. But, sometimes this condition also becomes a trigger for employee to resist it. As Michele Foucault point that where there is power, there is resistance (95). So, domination of elite class which is presented by exploitation, oppression, etc. finally evokes the resistance of lower class to reject it.

The social phenomenon above actually becomes an inspiration for author to present it through literary works. From literature, the phenomenon of society may become the mirror for people to know what actually happened in society, such as the characteristic of society. It is relevant to Wellek statement that literature is an expression of society (90). It means that literature becomes the media for author as part of society to describe it. Georg Lukacs also said that literary work is a reflection of the open system. It means the literature must be opened the pattern principle of contradictions in the social order (Selden 87). So, although novel is a fiction, but it does not mean false thing, because literature often presented the real of reality in society. It is including of class conflict and class struggle.

There are some authors who talk about class conflict and class struggle of society through literature. Some of the examples are Alice Walker with *The Color*

Purple (1982), Margaret Atwood with *The Handmaid's Tale* (1985), Laurie Halse Anderson with her novel *Speak* (1999), or novel of Khalid Hosseini *A Thousand Splendid Suns* (2007), Louise Edrich with the *The Round House* novel (2012), until Susanna Quinn with her novel titled *Glass Geishas* (2012). Those are the novels which presented the class conflict in society, especially that happen to female character (Emma Cueto in Bustle Articles).

Glass Geishas is a novel written by Susanna Quinn that is published in 2012. It tells about the hostess life in Roppongi, Japan. Stephanie or familiar with Steph is a main female character. She is a tourist who works as hostess to survive in Japan and earns some money for her course in London. In fact, she does not earn much money as her expectation conversely she gets many problems from her job as hostess. It is such as debt, illegal worker problem, even abuse from club's management. It is happened because her job as hostess puts her into lower class which in capitalist society the position of employee considers as proletariat which works under the power of employer as the owner of property or capital. Therefore, what Steph experienced as hostess in the club, such as exploitation, oppression and abuse from club's management explains that class conflict in workplace is really happened in society.

This novel becomes interesting to study, because this novel presents the class conflict and class struggle of hostess in workplace. Susanna Quinn as the author of *Glass Geishas* who ever worked as hostess beside her profession as journalist and writer, also makes this novel interesting to analyze (Quinn 563). Through those experiences, Quinn describes the hostess life and expresses the

hostess voice as employee which undergone the oppression, exploitation, even abuse from management as employer in the club. It is related with Virginia Woolf thought that women's writing should explore female experience and not just draw comparisons with the situation in society of men (Carter 92). It is suitable with *Glass Geishas* which explores about women in social life, especially the relation among women and class conflict in the society or in this case, in workplace.

Moreover until this thesis is conducted, the researcher does not find the other research that used this novel as an object of the study. Therefore, the researcher is interested in examining this novel especially it issues about the class conflict and class struggle or resistance of lower class in confronting the power of upper class in hostess life.

From the explanation above, the focus of this study is analyzing hostess life in Roppongi, Japan related to the class conflict and class struggle in society. For class conflict, it focuses on the problems of hostess as lower class in workplace, while the class struggle focuses on Steph's resistance as hostess in confronting the power of management of the club as upper class. The resistance of Steph is presented in the struggle class of hostess as part of society to get liberation as women and human.

1.2 Statement of Problem

The problems of the study are formulated as follow:

- 1.2.1 How is hostess life described in *Glass Geishas*?
- 1.2.2 How is the resistance of Steph as hostess in confronting the club's management described in *Glass Geishas*?

1.3 Objectives of Study

Related to the statement of problem, this study has two objectives. They are:

- 1.3.1 To portray the hostess life in *Glass Geishas* novel.
- 1.3.2 To reveal the forms of resistance of hostess in confronting the power of club's management in workplace which are represented by Steph in *Glass Geishas*.

1.4 Scope and Limitation

The scope of the study is on the novel entitled *Glass Geishas* and all the issues include in it. Meanwhile this study also limits the issue or problem. It focuses on the class conflict and the resistance as the class struggle performed by the main character.

1.5 Significance of the study

It is hoped that this study will enhance the readers' knowledge and make them more aware about the phenomenon of society through literature. For academic readers, especially the student of English Literature, this study is hopefully useful to be reference, comparison, and evaluation for the next research that analyze about resistance or class struggle in society. Meanwhile for common readers, this study hopefully gives the information about class conflict and class struggle issues in society, especially about women's problem in working places, such as exploitation, oppression, and abuse. So, it will help the readers to understand and know how to confront it through the Steph's character.

1.6 Methods of research

1.6.1 Research design

This study is the library research that focuses on the literary text *Glass Geishas* by Susanna Quinn. The method of the research is the qualitative methods. In descriptive qualitative, the data organized depends on the researcher and how the data was rendered.

1.6.2 Data source

There are two data sources in this research: they are the primary and secondary data. The primary data are collected from the object of research (*Glass Geishas* novels). Secondary data are collected from the theory books, articles, journals and the previous researches that are related with the issue of this research.

1.6.3 Data collection

In collecting the data, the researcher will use some steps as:

- The researcher reads the novel carefully many times in order to get a whole understanding about the novel.
- 2. After that, the researcher highlights some relevant quotations dealing with the problem of hostesses (abuse, financial, and illegal working problems) and their resistance in workplace. The quotations are in the form of phrases, sentences, and dialogues.
- 3. Select the related references from the secondary data as like theory and other information in order to support the main data to analyze.

1.6.4 Data analysis

In analyzing the data, the researcher will do the steps as follows:

- The researcher is quoting and explaining the problem of hostess in workplace using Marxist feminism approach in Susanna Quinn's Glass Geishas.
- 2. The researcher is quoting and explaining the resistance of hostess in confronting the power of club's management using resistance theory in Susanna Quinn's *Glass Geishas*.
- 3. Finally, the researcher draws the conclusion based on analysis result.

1.7 Presentation of The Thesis

In writing the research, the researcher divides this thesis into four chapters. The first chapter contains background of the study, statement of problem, objectives of the study, significance of the study, scope and limitation, method of the study, (which includes research design, data source, data collecting, and data analysis), and presentation of the study. In the second chapter, the researcher explains the related theory and shows some related studies dealing with Susanna Quinn's *Glass Geishas*. The third chapter consists of the analysis of the research in which the researcher answers the statement of problems. The fourth chapter, the researcher concludes the result of the analysis.

CHAPTER II

LITERARY REVIEW

2.1 Theoretical Framework

This chapter discusses about the theories that are used to analyze the novel. The theory is used to explain, analyze and answer the statement of problem of the study. As Carter stated that the theory is used to make something better and more honest to be aware of the reason why you do something than to be ignorant of them (13). So, theory is used to make something clear, at least aware about the reason of something we do. In this study, theory is used to help researcher in processing of analysis in every field of study. It is needed to give foundation and support the study, especially in understanding the class conflict and class struggle of hostess in workplace.

In this study, there are two theories that are used to explain and understand the class conflict and class struggle as the issue of study. There is Marxist feminism and resistance theory. Marxist feminism is used as approach of study to analyze the position of women in social life related to the capitalist society, while the resistance theory is used to analyze the class struggle of hostess in the club. The detail explanation will be explain as follow:

2.1.1 Marxist Feminism

Marxist Feminism is a feminist movement which appears in the second wave during the late 1960s and 1970s, in Britain (Carter 93). In this wave, women appear like men in the social life. Even they demand the same right between men

and women, either it is economically, politically, and education. So, this movement starts to see the women's problem in public areas (social life). In literature, it is one of the theories of literature which is influenced by Marxism. As Karl Marx argued that all historical and social developments are determined by the forms of economic production, Marxist feminism have attacked the 'classist' values of the prevailing capitalist society of the west as the world also gradually becomes 'globalized' (Guerin 234). It means the focus of Marxist feminism is on women's problem relates to the class of society, especially in economic production. It is related to Selden statement that Marxist Feminism sought to extend Marxism's analysis of class into a women's history of their material and economic oppression (125). So, Marxist feminism is theory that is used to analyze the class of women in public area, especially around the capitalist society.

In this study, Marxist feminism is used as approach of study to know the problem of hostess, especially the class of hostess in the club as workplace. As Guerin stated that Marxist feminism approach is encoded with class interests, connecting it to the systematic exclusion of women, nonwhites, and working class (234). From this approach, this study will explore the problem of hostess in workplace relates to the class interests connecting to the systematic of working class. Therefore, this approach focuses on Michele Barrett Marxist feminism thought. She thinks that feminism not only focuses on the domestic problem of women under patriarchal system, but also in public area which is controlled by capitalist society.

For Barrett, Marxism –constituted, as it is around relations of appropriation and exploitation, is grounded in concepts that do not and could not address directly the gender of the exploiters and those whose labour is appropriated (08). It means that Marxist feminism approach not only focuses on women exploitation caused by men domination, but also the problem of women as labor in capitalist society. Therefore, Barrett in her analysis focuses more on women's problem in social life such in workplace than women's problem in domestic areas. As argument of Barrett that the object of Marxist feminism is to identify the operation of gender relations as and where they may be distinct from, or connected with, the processes of production and reproduction understood by historical materialism (09). Marxist feminism approach is used to involve an emphasis on the relations between capitalism and the oppression of women.

There are three concepts of problem in Marxist feminism approach. The first is patriarchy. According to Max Weber, it is term that used to describe a particular form of household organization in which the father dominated other members of an extended kinship network and controlled the economic production of the household (Barrett 10). It is almost same with radical feminism that focuses on women's problem in domestic areas, Marxist feminism also talks about it.

Usually it is only focus on the economic problem of women in the house, such as women which does not get wages from their job in the household, such as baby caring, cooking, etc. While for Barrett patriarchal system is the fundamental system of domination that is analytically independent of the capitalist or any other mode of production (11). For Barret, contemporary capitalist is as patriarchy that

is posed as a system of domination. Thus, patriarchy does not include in the discussion of this study, because the oppression of women under patriarchal system does not include of the mode of capitalist production. Beside it, the oppression of women (hostess) in the *Glass Geishas* novel is under the women's power as owner and manager of the club.

The second concept is reproduction. Barrett distinguished reproduction into two types: biological reproduction and social reproduction (21). Biological reproduction is described as patriarchal relation that it is outside of the capitalist relations of production. It is different from social reproduction which has relation with capitalist production, such as working's problem of women. Olivia Adamson stated that women's oppression derives not from family life, but from the capitalist relation (Barrett 22). It explains that oppression of women is not only caused by men domination, but also by capitalist system which is society divided by the ownership of property (employer and employee). It is such as low paid wage labour as the mechanism of capitalism to women's worker. They take many advantages from women who patient, obedient, etc. Thus, the concept of reproduction in Marxist feminism approach will answer the question of what the relation of women's oppression and capitalist mode of production, includes of hostess class in the club.

The third is ideology that is used in specific trends of Marxist feminism thought. It is used to know whether the oppression of women takes place at the level of ideology or not. In understanding the ideology, Barret refers to Althusser thought which stresses ideology as 'lived experience', as representing, 'the

imaginary relationship of individuals to their real condition of existence', and emphasizes that individual subjects are constructed and reproduced in ideology (Barrett 30). It means Marxist feminism will explore the relations of economic process related to the ideology of women's oppression in capitalist society. Thus in this concept, Marxist feminism will find out what is actually the ideology of capitalist in women's oppression.

Therefore, to analyze the women's oppression, does not enough with used patriarchal analysis. Furthermore, the analysis must be focus on the social relation of capitalist reproduction. From three concepts of Barret, this study will focus on the second concept, reproduction (social life) of women. It is used as approach of the study to know the position of hostess in workplace. They are as employer or employee, upper class or lower class, and the problems of hostess that caused by the stratification class in the club.

2.1.2 Women and Social Working

Women and social working included of the reproduction concept of Marxist feminism approach. As Marxist analysis, it introduces the class division as a central organizing concept of society (Langan 12). It is same with Marxist feminism which also focuses on women oppression relates the class production in capitalist society, especially in workplace. As Langan stated that the exploitation of women's labour, paid and unpaid, has to be understood within the context of capitalist society (13). Thus, to understand the problem of women in workplace, it would refer to the capitalist society which consists of bourgeois and proletariat, employer and employee, management (Mama as owner) or hostess as employee.

Actually, social work has always been class divide. From its earliest days in the late 19th century, social work was thought of as a suitable occupation for middle class women, who could dispense their caring skills to poor working class women and assist them to perform their domestic and child care responsibilities more effectively (Langan 26). This is the condition that still exists until today. The problem is the upper class in capitalist society tends to dominate and control the lower class. It is such as oppression, exploitation, even abuse physically and mentally which is not only undertaken by men, but also by women itself. It is relevant with Langan statement that female social worker in the lower class position can be understood as the bearer or victim of these forms of oppression, because she also has some capacity -albeit limited- to resist these aspects of state domination (26). Thus, from the position of women in social class working, known the form of their resistance in confronting the power of upper class in capitalist society. It is like the resistance forms of Steph as hostess in confronting the power of management as the upper class in the hostess club.

2.1.3 Resistance Theory

According to James C. Scott, resistance means opposing, confront, and denial. It is an effort to resist or against the power or as the effect off (qtd in Suliadi 107). It means that resistance always pertains to power. It is like the impact of power itself which usually subordinated the lower class. As statement of Vinthagen that resistance is 1) an act done by someone subordinate, that 2) in response to the power, do 3) challenge power, and 4) contain at least a possibility, that power gets undermined by the act (qtd in Yumitro 341).

In this study, resistance is a class struggle forms of lower class in confront the power of upper class. It is the action of society in group or individually which appears from the class conflict of society, such as domination of upper class toward lower class. As the point of Michel Foucault work that 'where there is power, there is resistance,' and yet, or rather consequently, this resistance is never in position of exteriority in relation to power (95). So, the resistance of society cannot be separated from the power relation, because this act appears as the protest or resist the domination of power, such as upper class power in society. Either it is the power with money of boss forms, power of leaders, even knowledge of educators.

Resistance is not always presented by protest in violence action forms. It may only hidden action, such as swearing, insulting, or disobedient to the rule of the power. According to Stellen Vinthagen, resistance is often connoted as other similar concept that is actually different, such as protest or revolution (Yumitro 341). It means that resistance not always presented into public, especially the resistance of lower class which usually presented covertly. Because they do not have power to resist the domination evidently. Scott said that the inferior groups do not possess resources or opportunities to overtly oppose the dominant power. Such acts were called everyday resistance due to the common issue in every-day's life. Every everyday resistance would not emerge as headlines (342). Everyday resistance is the terms of Scott about the resistance of lower class done covertly.

Hidden action is also the form of resistance which sometimes does not seem like resistance. It is the ideological resistance of Scott that is disguised,

muted, and veiled for safety's sake (137). It is also delivered by Scott in *Weapon* of the Weak: Everyday Forms of Peasant Resistance that resistance is often directly proportional to the symbolic conformity with which it is masked (33). Therefore, resistance is not always presented through mass movement protest with violence. It may be presented by every day's activity which does not seem like resistance.

Resistance could be done by individual or in a group (mass movement) which subordinated. Resistance also could be done overtly and covertly.

Therefore, James C. Scott divided the resistance forms into two kinds based on the interaction design between elite class and subordinate class. They are:

1. Public Transcript

Public transcript is a term to describe the open interaction between subordinates and those who dominated. The public transcript, where it is not positively misleading, is unlikely to tell the whole story about power relation (Scott 02). It means that public transcript is a resistance form which delivered in public, such as protest. As Scott explanation that *Public* here refers to action that is openly avowed to the other party in the power relationship, and *Transcript* is used almost its juridical sense (process verbal) of a complete record of what was said (02). So, public transcript is an action of resistance form presented through speak-up, such as protest, or it would be include non-speech acts such as gestures and expression.

Public transcript could be done by individual or in group. In mass movement, there are some phases or steps in grouping mass movement to resist the upper class domination. Firstly, it is action phases. Usually subordinate person will start to find out the other people who also subordinated. Secondly, it is formed the consciousness of class phases. It is the effort of subordinate people to make other people aware that they are under domination of power relationship. Thirdly is formed a mass movement phases. It is important in public transcript, because usually it is done not individually. Thus, in the last phases, they must be one goal as subordinate society to resist the domination of power relation.

2. Hidden Transcript

The term of hidden transcripts is to characterize discourse that takes place 'offstage,' beyond direct observation by power-holders. It is derivative in sense that it consists of those offstage speeches, gestured, and practices that confirm, contradict, or inflect what appears in the public transcript (Scott 05). Hidden transcript is opposite the public transcript. It means, in public areas the subordinate class shows the obedience to the rules which are formed and powered by elite class. It is showed that the elite or upper class controlled the subordinate or lower class, but actually upper class do not controlled them thoroughly.

Subordinate class resists the elite class domination covertly. It means they purposely do not resist openly, but they more choose to do action covertly which more safe, such as theft or veiled discourse which Scott called it with *infra-politics* of class subordinate (200). In hidden transcript, subordinate class shows the obedient toward the elite class. It is the condition which is chosen only in

certain condition to avoid the risks of open resistance. It is suitable with the condition in workplace of hostess. Steph chooses the hidden transcript as her resistance in confronting the domination of management in the club, because she knows the risk when she decides to presenting the public resistance.

There are characteristics of hidden transcript. The first, it is specific to a given social site and to a particular set of factors. The second, hidden transcript has not been sufficiently emphasized is that it does not contain only speech acts but a whole range of practices (Scott 14). So, hidden transcript and public transcript clearly are different. Through the hidden analysis will reveal the hidden resistance of lower class which never seems as resistance.

2.2 Previous Studies

In analyzing the topic study, it is important to understand more about the work if the researcher could find related topic studies. There are many previous studies that discussed about class conflict and class struggle of society in literature. But the researcher still does not find the other researcher who used *Glass Geishas* novel as the object of analysis. One of the researchers who analyze class struggle is Arum Risky Ratnasari, Yunita Fatmawati, and Mentari Handoko.

The first is the research thesis conducted by Ninda Arum Risky Ratnasari, a student of Enlish literature UNY. The title is *Sayuri's Struggles in Confronting Geisha's Exploitation in Arthur Golden's Memoirs of a Geisha: A Feminist Criticism* (2014). It is aimed to find out and explain the class struggle of geisha in

Edo's era of Japan. It is the era where women from low class sold to upper class to become a slave, prostitute, or geisha.

The second is the research thesis conducted by Yunita Fatmawati, a student of English Literature department UINSA. The title is *Eliza's Struggle to Achieve the Higher Social Class Status in Pygmalion by George Bernard Shaw* (2014). This research is analyzed the social class and class struggle in *Pygmalion* drama. Social class is one of the themes in this drama which chosen by the researcher to be the object of this study. This study also discussed about the class struggle through Eliza's character as the main actress in the drama. The struggle of Eliza to achieve the high social class is as her response to capitalist system in society.

The third is from Mentari Handoko, a student of English Literature, university of Sanata Dharma Yogyakarta. The title is *Class Struggle as the Impact of Capitalism Seen through Faction in Veronica Roth's Divergent* (2016). This study is analyzed the social class in *Divergent* that is presented through faction system which there is capitalist faction that wants to get many advantages from other faction with appropriated the government. This is the situation of society which is the upper class can dominate and control the others through power relations.

In those three previous studies, the researcher found a topic study related with the analysis of class conflict which cause class struggle or resistance.

Those are also explained that the majority of resistance is presented by lower

class. It is why they used Marxist and Marxist feminism to analyze also. It is started from the first researcher that used radical feminism theory, while the second previous study used Marxist theory, and the last researcher who also used Marxist theory. It is the similarity with this study that is also used Marxist feminism as approach of this study.

Beside it, this study also has differences with the previous study above. The first is the object of study. This study used *Glass Geishas* novel as object of study. The second is the theory. This study focuses on Marxist feminism which discuss about the problem of women in society especially in workplace. This study also used resistance theory by James Scott to analyze the struggle of main character as the response to resist the capitalist.

CHAPTER III

The Problem of Hostess in Workplace and their Resistance in Confronting the Club's Management in Susanna Quinn *Glass Geishas*

This chapter presents the analysis of the hostess' problems in workplace and their resistance that is written by Susanna Quinn in her novel *Glass Geishas*. The analysis is using Marxist feminism approach and resistance theory. The focus of this chapter is to answer all the statement of the problems in chapter one. Thus, this chapter is divided into two parts. The first part discusses about the hostess life in workplace. The second part talks about the resistance of Steph in confronting the power of club's management.

3.1 Hostess life in workplace

Glass Geishas novel tells about girls who worked in hostess club. This club is feature of nightlife entertainment industry which is considered as *mizu* shobai or water trade in Japan. It was distinguished from strip clubs, snack clubs, and brothel which there were dancing, prostitution, and nudity (Quinn 101). So, hostess club was not a place for prostitution. Moreover, the club has a strict 'no touching' policy and patrons will be removed for trying to initiate private or sexual conversation topics. Actually, normal hostess clubs was classified as a food and entertainment establishment and prohibiting any form of sexual contact between employees and customers (Richard Eisenbeis Kotaku East articles 02).

In hostess club, almost all the staff were female. The staff consisted of Mama-san as, manager, Hostess, and Bartender. Mama-san was the owner of the club. Usually she was the women in a position of authority. It meant she had a

power to manage the club, such as recruitment process of hostess. The manager was someone who helped Mama-san in managing the club. It is such as manage the wage of hostess, seat hostess with customers, or reprimand hostess who did a mistake. Usually, the manager of hostess club was men. The others staff were bartenders. They could be girl or boy. Their function was to make a drink behind the chair's club. Usually, the drink prepared was alcohol such as whisky, wine, cocaine, etc. Some clubs may also have bouncers. Their function is kept a security of the club if disturbance happened. Usually, they stand by in front of the club's door. (Anne Allison at the Wayback Machine 02)

The last staff of club is hostess. Hostess was a waitress who catered the drink to customers and has attentive conversation with them. According to Susanna Quinn, hostess was like geisha that was paid to smile and party with rich men, poured drinks, light cigarettes, sang karaoke, and tried to ignore the customers who invited to hotel rooms after work. Because hostess was not supposed to have sex with customers (The Grim Truth about Life as Japanese Hostess Articles 01).

The majority of customers were from elite class such as film star, famous politician, businessman, etc. (Quinn 23). Because hostess club was the way for rich man to sit with pretty young girl and relax with it after worked (102). Therefore in serving the customers, hostess was required to look pretty, friendly and calm, no loud or bored, and tried to make customers drink more. Because of from it, hostess got paid (101).

The condition of hostess clubs above was different from hostess club that was presented by Susanna Quinn in *Glass Geishas*. It was about Calamity Janes club which was the setting of this novel. Janes club was a western club in Roponggi, Japan which employed foreign hostess such as from America, London, Australia, Russia, etc. It was a hostess club that thought hostess, geisha, courtesan, prostitute, all the same thing (Quinn 86). So in this club, management not only provided hostess to cater food or beverage, but also sex service for customers. Usually, it was started by spiking the hostess first. Spiking is manager or customer's action of putting drug in the girl's drink (Quinn 275).

It departed from normal hostess club or Japanese hostess club. It was happened because of hostess in Janes were foreigners with illegal status. It means they came to Japan with tourist visa, but they work there in Japan. It made them illegal workers. This was the condition that manager of Janes took the advantages from it. They can pressure the hostess to work overtime, tripped in sex industry, exploited, etc. because hostess did not get law protection, either it is from police or embassy. Therefore, the manager as the owner of the club controlled their employees based on their rule.

Those are the condition of foreign hostess in Roppongi, Japan which will be discussed in this part. The condition here focused on the problem of hostess in workplace or hostess club. It is such as abuse, unpaid problem, and illegal worker status.

3.1.1 Abuse

Abuse is a pattern of behavior used by one person to gain and maintain power and control over another (Reach Team 01). So, abuse is not only one incident such as violence but also there is other form such as insulting. It was the first problem that is faced by hostess in workplace. Usually night workers like hostess got abuse in workplace, it may be done by a customer or manager. It can be seen from the following quotation 'A lot of the girls,... got a hard time, sometimes physical abuse from customers,...' (219)

The quotation above was a statement of Mama-san, the owner of Sinatra's club. She told this statement to George-san, a journalist who wrote about Mama-san's life. In the interview process she told about the girls who worked as hostess and got physical abuse from customers. Besides, there were some forms of abuse that hostess faced in the club. They are:

3.1.1.1 Drug abuse

It was the first form of abuse that hostess faced in workplace. Actually, drug cannot be separated from nightlife which usually it used in party. It was such as Calamity Janes club which used drug to make hostess always party. It was the reason why every hostess spiked, especially new hostess. It can be seen from the sentence 'Every new girl will gets spiked sooner or later. That's how it works. They get more money for us if we're new' (330).

The quotation above explained that every new hostess got spiked. It meant the management or customers put the drug in the girl's drink. It helped management got more money because of every new girl came with new customers

to the club. Actually there were two purposes of drugs used. The first purpose is to make hostess working overtime. It can be seen in the sentence 'Most of the Janes girls are on drug –that's how they're so party, party all the time. I always wondered how they're so on it, even when they look tired, but now I know (203).

The quotation above explained that the management of the club spiked the girls' drink to make them always party with customers. It made hostesses worked overtime even they were tired. Because drug made them unconscious or *flying*, so they forgot about being tired. It was what happened to Cassie, a girl who worked as hostess at Janes. It is described in the quotation below:

I always think of Cassie when I think of Janes too. So sweet, but sake first thing in the morning after two weeks at that place. Some really odd men go in there, real prevents and some girls have had their drinks spiked at work (141).

From the quotation above, known that Calamity Janes used drug to spike the girls while they worked. Actually, it was the western club which has different rule with the Japanese host club. It can be seen how they spiked their hostess. In fact, drug was not good for health physically or mentally. The impact of drug usage physically was like headache while mentally was like a depression. So in this case, hostess did not get a safety's guarantee from the club's management.

The second purpose of drug used was for sex service. Sometimes the management spiked the girls to make the customers got the sex service. Actually it was out of the contract because they did it without permission of hostess first (Quinn 232). It is suitable with what Steph read from Annabel's diary.

"Simon's coming back," said Julia, sitting straighter so she could see across the club. "Just forget it, okay?"

"Do they spike girls here?" asked Steph. "Annabel... i read something about sleeping beauties. Drugging girls for sex." (319)

Annabel is the best hostess from Sinatra's until Calamity Janes clubs which did not appear in the club anymore. From her diary that was left in her apartment, Steph knew about the situation in the night club and the condition of hostess in workplace. It is including spiked girls problem. The club's management used drug to make girls unconscious, then, the customers got sex service from them with that condition.

From to purposes of drug abuse above, it can be concluded that drug abuse was the problem of hostess in workplace. But hostesses could not reject it, all they could do only avoiding it covertly. Because when they rejected it openly, they could be lost their job. It means they got fired from the club.

3.1.1.2 Physical Abuse

The second form of abuse presented by the author in the novel is physical abuse. It includes punching, hitting, slapping, and sexual abuse. It was told by Mama-san to George-san, a journalist who wrote book about Mama-san and hostess world. She told that one girl was ever beaten by customers because she rejected to go to the customer's house.

We all had bad things happen to us while we were working —men touching us, bad language, insult, sometimes even beating. *One girl, a customer waited for her after work and beat her up because she wouldn't go home with him.* (103)

Violence was not only done by customers, but also by *yakuza*, gangster.

Sometimes, Mama-san, the club's owner sent *yakuza* to ask hostess pay the debt

and usually they used violence. It was such as the moment that was faced by Steph when a tall man came to the club asking her to pay her debt.

'I'm here for mama-san. You owe mama some money.' He gripped her arm tighter and walked her to the carpeted steps, nodding cordially at the bouncers on the way out to the street.

'I know,' Steph staggered, nearly falling down the steps. 'I'm going to ... hey, careful. I was always going to pay her back.' (261)

The quotation above described the condition of Steph when *Yakuza* came to her in Janes club. *Yakuza* here was a gangster which Mama-san, the owner of Sinatra's club sent to ask Steph pay her debt. Unfortunately, *yakuza* used violence ways such as gripped Steph arm tight which hurt her.

The other physical abuse besides violence is sexual abuse. It is such as touching a part of hostess body without permission, until the sexual abuse that was done by customers and management with spiked the girl's drink. It is explained through Steph's experience in the conversation below:

"You don't know my name. Why do you want to know I'm regular?" "I just wondered, that's all." Said steph, feeling a hand on her leg again. This time, the hand belonged to the chubby man on her other side. She leaned back the other way and turned her body completely around to face the Japanese man. (121)

The quotation above describes about Steph who was touched by the customers without permission. It was the situation when she spoke with other customer while the chubby men put his hand on her leg suddenly. Some hostesses maybe not bothered with this, but for Steph it bothered her. It can be seen how she always tried to avoid the chubby men while having conversation with other customers. In this case, touching a part of hostess' body included of the sexual abuse form, especially when the customers did it without the hostess permission.

But in this situation, Steph could only avoid it. It is because of her position as employee or worker. She must service the customers well and make them satisfied and pleased.

The sexual abuse was also faced by Honey, a Janes girl who got spiked.

Then, she woke up in a customer's apartment. It is described through the story of Jacqui, a Janes girl in the quotation below:

Jacqui said Honey's drink was spiked and she woke up in a customer's apartment with no knickers on and the customer was like "oh, you were so drunk" but she never passes out and she was sore. And the management still lets him in, even though Honey told him, but now it's all hush, hush. (203)

Spiked girl was usually unconscious. In this condition, the customers brought hostess out of the club, to the hotel or apartment. It was like Honey whose drink spiked and woke up in her customer's apartment. It is a form of sexual abuse when the customers got sex service without girls' permission. But, Honey did not make a report to management. Because the management would not give response and just let it be.

This situation was also faced by Annabel who was still in the club unconsciously while it was closed. It was described in the quotation below:

No one should be using the building at this time. If Calamity Janes was closed, everything should be closed. Unless someone – someone who knew she'd been drugged – was coming up to get her (03)

Sometimes, the unconscious girls still stayed in the club, then customers came to get them. It is the situation which was described through the quotation above. Annabel who was unconscious confused when two men came to the club. In fact, when the club was closed, everything closed. It meant nobody could stay

at the club except the customer who wanted to get a sex service from unconscious girl.

Besides that, sometimes the sexual abuse was done by the management itself. It is described in the quotation below:

Michele was the club manager –another Australian. He was a real sleazebag. Aside from the fact that he looked an ageing pervert, with his jet-black, oiled hair and tinted prescription glasses, he'd come into the girl's changing room unannounced and stare openly at the girls as they rapidly dressed under his gaze. Steph also noticed him sliding his beefy palm, uninvited, on to one of the girl's rear ends as she punched her shift card. (265)

The quotation above explains that hostess not only got a sexual abuse from customers, but also from the manager. Because sometimes the manager came to the girls' changing room and touched their bodies without permission. As written above, Steph saw Michael came to the changing room and sliding his hand on to one of the girl's rear uninvited. But the girl in the quotation above did not show objection or reject it. The other girls like Steph just looked at it. It was happen because hostesses as employee did not have a power to reject it. Moreover, they would get fired when they did it.

The situation above explained that class division in workplace has impact to people or society. The owner of the hostess club can control their employee with their money. They can be exploitation, oppression, and abuse the worker. It is the situation in workplace that sometimes becomes trigger of class conflict.

3.1.1.3 Psychological abuse

The form of the other abuse in workplace that was faced by hostess is a psychological abuse. It is such as insulting, threatening, bullying, and the unfair

act of management. The first form of mental abuse that was presented by the author in the novel is insulting. It can be seen from the sentence below:

This customer called me an old maid the other day because of the lines around my eyes. "Spoiled sponge cake" is what he said. Some Japanese things, means you're past your sell by date. This was after the botox. SHITTT. (37)

The quotation above explained hostess are drunk the whole time which made their faces got lines and looked old. Thus, sometimes customers insulted their performance. It is what happened to Chastity who was called *spoiled sponge* cake by the customers. It meant Chastity looked like a snack or food that was expired. Therefore, she was annoyed because of it and was insulted.

The second form of mental abuse is threatening. Usually, hostess got a threat from management. It is such as a threat to drink the whole time, pressure to get more customers, or threaten hostess to work overtime. It is described in the quotation below:

I never thought Janes would be so hard. Sleazy, yes, but it's hard start at 7 pm, work until 3 am, then do another hour at Hollywoods, and the whole time it's drink, drink, four drinks an hour or we get fired (187).

The quotation above described how hostesses are threatened to work so hard. They worked at Hollywood, the other hostess club after working at Janes club. They were also asked to drink alcohol like wine, whisky, cocaine at least 4 glasses an hour. They were pressured to do it or they got fired. In fact, in the real Japanese Hostess club the best hostess only poured a drink into the customer's glass. The other threat came from *Yakuza*. It can be seen through the evidence below:

"The terms are two days.' Steph felt her stomach lurch. "I can't do that." "If you don't, the debt will double. And few days after that, it will double again. (261-262)

The terms are two days in the quotation above meant hostess must pay the debt in two days. Yakuza threat Steph to pay her debt in two days or the debt will be doubled for each days. It pressed her because her wage was enough only for food and rent. The other threat was hostess had no days off. They must not be absent and had to work without any break. It is like what Luke said to Steph in the following quotation 'You're going to have so many fines by the time you get back. You get fined even if you call in sick. Didn't they tell you that? '(273).

The quotation above stated that hostess must not be absent. Even though, the hostess was sick, they must go to work. Luke, a bartender of Sinatra's club who knew that Steph did not work warned her about the rule of the club. This rule is unfair for hostess. The pressure to work so hard made hostess tired physically and mentally. Because of in fact, people needed a break from work, such as other profession which got holiday or weekend to rest and do refreshing. But, hostess did not get it. The threat to work overtime was also delivered by the manager directly. It is proved through the quotation below:

Step out line again and you'll be so much trouble. I don't care if you're dying, you come to work, you come on time and you stay until your shift finishes. If I hear you're so much as a minute late, there'll be trouble (285)

The quotation above was the warning of manager to Steph who did not finish her shift. She went with Luke at 2.30 am, out from the Hollywood club to the other club of Calamity Janes. It made Michael as manager got angry and said that hostess must work on time and finished the shift, he did not even care if

hostess died. In fact, hostess in Janes club started to work at 7 pm until 2 am and an hour at the other club without extra wage, unless they got some tips from the customers.

Besides it, the other pressure came from debt's problem. Actually, the hostess life could not be separated from the debt problems. Usually, they got the debt from unfair act of management. But they still got pressure from it. Even sometimes, they were asked to pay the debt in two days otherwise it would be doubled while their wages were not enough for daily needs. The threat can be seen in the following quote: "Dont even think about skipping out on our debt. We'll find you wherever you go" (267).

The quotation above showed that hostess must not go before the debt paid. It meant they could not break from this job until they paid their debt. Even if they decided to run away from it the manager would found them. It was *Yakuza* who would find them anywhere.

The hostesses made their debt from the unfair act of the management itself as experienced by Steph:

Steph got fined two hours wage for half an hour late. It was unfair for her because she was still in trial and did not know the rule of the club. This situation should be tolerant by the manager. Even in the contract the rules of the club did

[&]quot;You're fining me two hours wages for being, what? Half an hour late?"

[&]quot;My club, my rules."

[&]quot;Well, they're very unfair rules. I think-"

[&]quot;Arguing." Mama shock her head in disbelief.

[&]quot;Yes, yes, sorry." Steph tried, unsuccessfully, to sound repentant. (117)

not notice. Unfair here included of abusing mentally because of hostess felt pressured with it.

The other problem was the hostess were also bullied in workplace. It happened when hostess did not get new customers every night or at least one more customers a weak. It made the management unhappy. It was like Mama-san who bullied Tanya as it was told by Annabel in the diary:

God please help me keep my customers because without them I'm nothing to mama. She's so mean if you don't have customers. She bullied Tanya to get more dohans until she was so unhappy she ended up getting alcohol poisoning. (141)

The quotation above explained that hostess without regular customers was nothing because of them the management and hostess got money. Therefore, hostess was pressured by Mama-san to get more customers every night.

3.1.2 Financial Problem

Hostess always appeared in glamour performance. It can be seen from the different dress every night, their make-up, and the apartment they lived at. But through this novel Susanna Quinn showed the different life of hostess. It was financial problems that they faced in their life such as unpaid, debt, credit card problem, etc. Those were the problem of hostess which made their profession as hostess seemed as poor profession. The problems were detailed in the discussion below:

3.1.2.1 Unpaid

Sometimes, hostess was unpaid by manager. Usually it happened to hostess in trial or new hostess like Steph. She did not get wage for her trial. This condition made her worry that she might be homeless in Japan. "I might be

homeless in a month. Mama's got me on an unpaid trial." "Unpaid? That's a pretty lousy deal." (133)

In the quotation below, Steph told her condition to her friend Mrs.

Kimono. She said that the manager did not pay her for trial while she needed money for food and rent. In fact, Steph decided to work as hostess, because she thought this job was an easy way to earn much money. At least it was enough to pay her rent and to buy some foods. Even though, her purpose came to Japan was to earn fifteen thousand pounds that she needed for her MA course in London. It is proved in the citation:

"It's not even about earning money for my course anymore," said steph, her eyes growing warm. "I just need to pay my rent, buy food ... normal things. I came out here with big stupid dream, and two days i have less than when i start." (151)

Steph came to Japan was to earn money for her MA course. Actually she was a student of acting in London. But because she had problem with her boyfriend who sold her naked picture made her difficult to work in film industry. She always rejected when she joined a competition of acting. It was caused people had bad image about her. It motivated her to take MA course which she thought could show her talent in acting through the course. Then, she came to Japan and decided to work as hostess (Quinn 276-277). But the quotation above explained that she was wrong to choose this job. It was because she was unpaid in her trial. Therefore in her situation she only hoped that she got money for her rent and food, normal thing.

Meanwhile the reason why the manager did not pay her because she came late. She came late for half an hour but the manager took her two hours wages. In fact, she was on trial or new hostess who did not know the rule yet. She thought the manager should be tolerant about it and only warned her.

3.1.2.2 High Demand

Working as hostess was an easy way to earn much money in Japan (Quinn 235). Hostess got the wage from manager and bonuses from the customers. But in this industry, money did not last long. It was like unblessed money which they got it easily and spent it easily too. It was like what Mama said, in her book interview below:

"Did you make a lot money?" asked george
"Some," mama conceded. "it wasn't a bad wage, but when you work in the
mizu shobai money doesn't last long. You get it, you spend it —clothes,
drug, drink, clubs ... in your free time you want to forget everything. (106)

The quotation above showed that hostess' money did not last long. They got it easily and spent it easily too. It was caused by the high demand of the club's management which hostess must follow such as perfect performance every night. Thus, they needed to buy new cloth, cosmetics, jewels, etc. There were some demands of management which hostess completed. The first demand was hostess must be wearing different dress every night:

[&]quot;Steph-can, you can't wear that dress again."
"Did Chastity say something to you?"

Hiro shook his head. "No, Mama likes diffrent dress every night. She wasn't in yesterday, and you're new so... you know. I gave you a break. She's in new. She won't let you work in that dress. (186)

Mama did not like her hostess who wore the same dress every night. It lowered the club prestige. Besides that, the best hostess was looked from their performance and customers liked pretty girls with glamour performance (Quinn 293). Thus to meet this demand, hostess must be buying new cloths or borrowing some dresses to another hostess with the cost five thousands yen for three dresses. It helped them save some money to complete the other needs.

The second demand of management is the hostess style, for example the hairstyle. When the manager did not like their style, hostess must be changing. It can be seen in the quotation below:

"You need to get it colored. Maybe blonde."

"I got-"

"First and last warning. Come like this tomorrow, and I'll send you to our hairdressers upstairs. They charge ten thousand yen a cut, so lord knows what they'll charge for a dye. (268)

The quotation above showed that the manager warned Steph to change the hairstyle. It was the first and last warning for her that make her must be changing soon. Because when she was not do it, the manager would send her to the club's hairstyle and she could spend ten thousand yen.

The third demand of management is jewelry. Sometimes hostess was asked to wear some jewelry to make their performance perfect and glamour. It can be seen from how the manager delivered this sentence "...and I want to see some jewels on you tomorrow. Diamons. Something like that. (268). Actually it was not request but demand, because the manager said 'tomorrow' to pressure that hostess must be wearing jewels. In fact, the wage sometimes was only enough for their

everyday needs. Moreover was for Steph who must be saving some wages for the cost of her course in London.

The situation above answered why hostess never feel alright even they earned much money easily, especially the girls who worked at Janes club. It was suitable with Annabel story that 'Lots of girls want to work at Janes because they make so much money, but it just didn't feel right to me (Quinn 141). It showed that actually no girls who enjoyed with this job. But it was the water trade or mizu shobai, the nightlife entertainment business in Japan which we can easy to get money from it then spent our money for it too.

3.1.2.3 Hostess' Needs

There are some needs of hostess that actually must be completed before the demand of club's management. The first is the painkiller's need. In the previous discussion was explained that hostess drunk alcohol the whole time. It made them whirling, headache, and sick. Thus, to stop it they needed the painkillers to make them had some activities like normal people. It described through Annabel's diary below:

I feel so tired today and sick, and the worst of it is that i'm supposed to teach english, but i can't do it now, not the way i'm feeling. My head hurt so much earlier i thought i needed hospital, but those painkillers again, they are life saver. (87)

In the quotation above, painkiller was called as life saver by Annabel. It meant that it was the important need of hostess after food. It was like Annabel who usually consumed it to stop the headache and she could be teaching English then. Although, in the quotation above Annabel decided to do not teach English

because her head was so hurt but at least it abolished the pain before goes to the hospital.

The second need of hostess is a credit card. It was important for hostess who always shopping cloth, shoes, and jewels. Some hostesses wanted to pay off their credit cards at least it decreased the debt problem. It can be seen how they worked all the time to completed their need and pay the debt. It was delivered by Annabel in the quotation below:

I'm so low and just ashamed of myself. And fast enough, here comes work again, like grounding day, every night same. At least if I'm working all the time i can't go out spending money, and maybe, maybe I'll finally be able to get my credit cards paid off. (201)

Ironically, hostess could be earning money easily but they did not pay off the debt like credit card. The quotation above showed how Annabel worked so hard every night to complete the needs and hoped to get the credit card pay off. In fact, he was the best hostess with wages 1,000,000 yen or £ 5000 in a month (Quinn 204). But she still could not pay off her credit card. It was caused her needs and demands of the club were so high while her wage did not enough to complete her need.

3.1.2.4 Hostess' Debt

The other problem of hostess in workplace is the debt problem. Almost all of hostess had this problem, whether the debt to manager, other hostess, even friend. The debt was not only caused by their needs, but sometimes also came from fining of club's management. Moreover, the fine could be coming from a little mistake such as come late, wear the same dress, or hairstyle, even chewing gum in the club. It was like what happened to Steph in the conversation below:

- "...dress fines, hair fines, chewing gum fines..."
- "What? A chewing gun fine? You are joking?"
- "You were chewing gum in the club. So we fine you an hour's wage." (230)

The quotation above showed a little mistake of hostess that could make them had debt problem. There were dress fines, hair fines, and chewing fines. From this mistake, usually the manager cut the wage of hostess. It was the explanation why hostess always unpaid and had the debt. The other mistake that make hostess got a debt was come from bad customers. For example, when the customers did not pay the bill, it meant hostess' debt. It was like what happened with Steph in the quotation below:

"Steph-can, you're in some trouble. When customer doesn't pay his bill, the hostess must pay his debt."

"What? You are not serious." Mama took off her glasses and dabbed at a runny eye with a tissue. (189)

The quotation above showed the condition of Steph who got the debt customer for her trial. Actually every new hostess was on trial first. It meant they worked like job training which usually they asked to come with new costumer to the club. The good customers could be the regular customers in the club that from them hostess get bonuses and as financial source of the club. But from bad customers, the mistake put on hostess. It was like Steph who came with Amir, a gangster for her trial. Meanwhile Hiro as assistant manager did not warn her about it. In fact, Hiro was known that Steph came with bad customer and Mama still put this mistake on her. It made her had the debt to the club sixty-three thousand yen. Because of in the club's rule, customers were the responsibility of hostess.

It was the situation that made hostess had too much debt. Thus sometimes to get new dress they could be changing their old dress. It was like the condition of Steph who changed her old dress to her friend, Mrs. Kimono. Even though with Mrs. Kimono, she also had not money to pay her directly. She must be waiting for the next paid as she told to Mrs. Kimono that "I have to tell you, i haven't been paid for my shift yet, so i won't be able to pay you right away (147)."

Besides owing money to another hostess and friend, sometimes hostess owed the money to manager directly. This condition was faced by Steph who decided to owe money to Michael, the manager of Calamity Janes. It showed through the statement of Steph below:

Janes really did pay well—she even had yen for rent. But of course, she'd just traded one prison for another. It would be many weeks, months really, before she would make enough money to be free from Roppongi. (283)

The quotation above explained that Steph had not money even for rent.

But she owed money was not used to complete her need or rent but to pay the debt in the Sinatra's club. It was happening because before Steph worked at Janes, she was at Sinatra's Club first. Then, she decided to move other club to pay the debt of Sinatra's. It was the description of hostess life which sometimes they must be paid the debt with other debt. It is why in the quotation above Steph said that she did just traded one prison for another, at least she could sbe survive in Roppongi.

The problem of hostess above made this job seemed like poor profession.

Because the purpose of people worked was to complete their needs, while in hostess life the wages did not enough to complete the needs. They also could not

save the wage. Moreover, they had a debt problem. Therefore, sometimes they did bottle backing to survive. It described in the quotation below:

She'd been surviving do far on bottle-back money, but it was hard work, both physically and mentally, and she wasn't sure her liver could be survive the amount of champagne she'd have to drink to pay her rent for three months. (231)

Bottle backing was a way for hostess to get more money (Quinn 39).

Usually they invited their regular customers to go to another club after work. But it was so hard for them physically and mentally. Because of to get more money, they also must be drunk more. It was so hard for Steph.

3.1.3 Illegal worker

The majority of hostesses worked at hostess club in Roppongi, Japan were foreign. They came from American, Australia, London, Russia, etc. It was the reason why Roppongi called as *gaijin* or foreigner land (Quinn 11). The purpose of them was to earn money (84). They chose to work as hostess at Japan because of hostess in western did not get a bonus like in Japan.

Therefore, as foreigner they needed work visa. But, the problem was the majority of girls who came to Japan and worked as hostess were illegal. They was came by using holiday visa that made them had an illegal status when they decided to work in Japan. Thus, they must be hidden out when the police raid came. It described in the quotation below:

[&]quot;When can we go back up?"

[&]quot;Soon," said jennifer. The voice above them died down. "But until then we have to hide. None of us have work visas. But that's the way with all Roppongi hostess clubs. It scared me at first. (129)

Jennifer, one of the hostess told that none of hostess had work visa. It was the way of Roppongi which foreigner got a job, although with illegal worker status. It was the status that was becoming trigger to boss of the club to exploit, oppress, and abuse them. It was told by Annabel in her diary how the manager abused her.

The manager here is so sleazy. He keeps putting his arm round my waist, standing really close, yucky, yucky. He said because I didn't have entertainment visa I'd have to work hard to make customers *extra happy* (183).

The quotation above showed that the manager was sleazy and Annabel was abused. It can be seen how her waist was touched by the manager without her permission. Moreover, the manager said that she must be working extra because she had not work visa. It meant, she asked to work not only catered food and beverage to customers but also provided sex service to make the customer happy. In this case, the manager took advantage of the illegal status to asked uncommon thing such like sex service that did not notice in the contract.

The illegal status of hostess also made them did not get law protection from the police and embassy if they got some problems. The problems here were like oppression, exploitation, or abuse in the workplace. It was the situation that was used by management to exploit hostess. Actually, the management knew that hostess did not brave to make a report to police certainly. Because when they decided to report, they will be deported. In fact, they wanted to report what actually happened to hostess in the working place. But they chose to silent, because of their illegal status. It showed through the quotation below:

"If we tell, it would be us getting into trouble. Not the management."

"Why?"

"We're illegals..." (341)

The quotation above described that hostess never had the opportunity to go to the police. Because they were aware about their illegal status and police had not taken compliant about women who worked in the *Mizu Shobai*. It explained why every police raid came they chose to hide out. Besides it, the manager also warned that when the police caught them, they will be deported. It made them afraid to make a statement or reporting about what actually happened to hostess in the workplace. This situation can be seen in the quotation below:

The dark space didn't look inviting. 'Really? Can't I stay out here?' Steph was sure that, given more time, she could persuade Mr. Yamamoto to talk about Annabel.

'If you don't, the police will arrest you for illegal working. You'll be deported.' (126)

In the quotation above, Hiro as manager asked Steph to hide out or police caught and deported her. Then, Steph as new hostess who did not know about hostessing did what he said. This situation was also happened to Steph when she looked for her friend, Annabel. Since Steph arrived in Japan, Annabel was lost. In fact, she was one of the reasons for Steph came to Japan. Thus to find her old friend, she was goes to the police station. But she did not make a statement about Annabel. Because when she decided to make statement, police will make an investigation. It meant they will know about status of Annabel. Finally Steph decided to not make a statement for this case.

"I think she's fine, this girl," said the policeman. "no girls have been reported missing this years, no family has telephoned to ask about their

daughter. I think there's no problem. But you can make a statement, have a police investigation. It will mean we'll have to look into your apartment, you working activities, very closely."

Steph flinched. She understood the implication. If she took things further, it was likely they'd keep an eye on her, sheck she wasn't working illegally. (34)

From the explanation above, we can see how hostess life in the workplace that was controlled by the manager. It happened because they were life around the capitalist society which the power was controlled by elite society. It can be seen from the problems of hostess that came from the club. Actually, the problems did not only caused by they are women, but also their status as employee. Because of the owner of the club was also woman (Mama-san) who had not experience like hostess. It is proved class division in workplace has impact in social life. It can be seen how Mama as the owner could be control their employee with her money, while hostess as employee could not reject it because they needed money.

3.2 Steph's Resistance

In the first part of this chapter explained the problem of hostess in the workplace. The problems were like abuse, financial problem, and illegal worker. The problem appeared as an impact of class division in the workplace that consisted of Mama-san as employer and Hostess as employee. This class in workplace was cause the employer to exploit their employee. It is such as illegal status of hostess which employer took many advantages from it. It was like when the manager oppressed hostess without an entertainment visa to work extra. Moreover the manager knew that hostess could not report it to the police because

of their status. Thus, the manager also did something sleazy to hostess or let the customers done.

The situation above was the problem that was faced by almost all of hostess in the club, especially in Calamity Janes club. Nobody was brave to report it to police. But it distinguished from Steph, a main character in the *Glass Geishas* novel who resisted the club's manager for the first time. Resistance of Steph here was presented as a form of class struggle. It was as response of lower class to confront the power of elite class that presented by exploitation, abuse, and oppression. Those problems caused hostess aware that they must be struggle finally.

There were some hostesses who resisted the club's management in *Glass Geishas* novel. They were Steph, Chastity, and Julia. The resistance in this part divided in two kinds. The first, resistance was presented by controlling the customers. The second, the resistance was showed by how hostess confronted the power of club's management. From this part, we also would be know the kinds of hostess resistance, whether it is public or hidden resistance.

3.2.1 Control customers

Customers or *dohan* in hostess club held the important position. Because of they were at the source of club's financial. As long as we knew that the customers of hostess clubs should be from elite class. Thus, all of the staff of the club should be respected and served them perfectly. In a capitalist system, the customers here included of elite class as the owner of capital.

Therefore, to resist the power of club's management hostess should be controlling the customers first. There were three ways to control the customers. They could be using geishas trick, hostess trick, or marriage with customers.

3.2.1.1 Geishas Trick

This trick is used by hostess to control the customers. The purpose of controlling here is to avoid spiked and earn much money. It is important tricks which hostess as night worker must be known. It was like what suggested by Mrs. Kimono to Steph in the conversation below:

"She was very elegant."

"Of course she's elegant," said Mrs. Kimono. "And so must you be, *If* you want to earn you money. You must know how to be around men. How to keep your dignity, even when they behave badly. She nodded as she spoke. How Japanese men are, what they expect, how to serve them." (88)

In the quotation above showed that Mrs. Kimono suggested Steph to control the customers to earn money. She was a geisha and trainer of geisha. Thus, she knew how to be around men certainly. It is important for night worker such as hostess. Because when hostess understood about men like what the customers needed and what they expected, hostess could be serving them correctly.

There were some tricks of geisha that was used by hostess to control the customers. The first trick is serving tea. It was the trick that was used by geisha in serving *danna* with tea ceremony. This trick was showed by Steph in the quotation below:

Hiro appeared with a bottle of red wine and two glasses. Steph took the bottle and a glass, pouring wine and making sure to tip the glass carefully so it didn't splash. Thinking of the tea ceremony, she used a napkin to wipe away dust from the bottle, then took a coaster and set the glass in the center of it. Amir's face relaxed as he watched her. (176) In the quotation above showed the situation when Steph served Amir, a gangster. From the quotation, it can be seen how Amir showed his respect to Steph and felt relaxed. It was like geisha who served tea ceremony for *danna*. Their elegant movements in serving tea made customers given attention for them and respected like a friend. The customers also did not have the opportunity to abuse except enjoyed the service. Thus, in this situation the customers paid for the service only. It was the good hostess who was distinguished from prostitution (Quinn 131).

This trick was also applied by Steph to served Mr. Yamamoto. He was a Japanese man, which Steph wanted to win him as her *dohan*. It can be seen in the quotation below:

Once she was at the table, Steph poured drinks slowly and carefully just like she'd learned at the tea ceremony, taking care over every gesture. She made sure the glass was always centred on the coaster and the whisky bottle faced the same way, ignoring the cold stares from the waiting table. Yamamoto-san seemed to enjoy the care and precision with which Steph attended to him, and told her *he'd for her the next time he came in.* (179)

Tea serving trick in the quotation above also helped Steph to win Japanese men, Mr. Yamamoto as *dohan*. In the quotation was showed that Mr. Yamamoto finally promised to come next time for her. It meant he wanted to become Steph's regular customers. In fact, when hostess got customers meant they got more bonuses.

The second trick of geisha is drinking game. It was the traditional game in Japan, which was used by geisha to help *danna* have fun after work. It was delivered by Mrs. Kimono that '...All sorts of ways. The tea ceremony, you already saw. And we play music, perform dances. Very often we play drinking

games to help the men have fun, and 'loosen their ties', as they say. We're also friend (212). It was the way of geisha in entertaining their customers. The game that made geisha seemed like a friend not a girl who was paid by them. Because of men actually came to tea house was to make them relax. This situation was same with the customers who came to hostess club to feel relax after work. So this game helped customers have fun. It was suitable with what men expected. Besides helping customers relax, this trick also given many advantages for hostess. It was like hostess could be avoided physical abuse. It was showed by Steph in the citation below:

I played your drinking game with Yamamoto-san and he loved it. I take my time pouring the drinks too, doing everything properly, carefully. I know what you mean about controlling things. I feel so much more like I'm running the show, like he has to ask my permission before he can try anything sleazy. He's been good as gold, actually. (238)

The quotation above described that Steph succeed to win Mr. Yamamoto as her regular customer. He was a Japanese man, so he respected to hostess who appreciated the Japanese culture. It was like Steph who played drinking game for him. From the geishas trick, Steph could be learned how to control the customers through serving tea or alcohol. Control here meant she served customers correctly which made her save from abuse. Because of men would be asked her permission first before tried to do something sleazy.

3.2.1.2 Hostess Trick

The second way of hostess in controlling the customers is using hostess trick. Like geisha, hostess also had a trick in confronting the customers. It used to avoid the drunk or spike. This trick was about poured the drink to the floor

without knowing by the customers. For example they said 'cheers' with customers, but when the customers drunk they poured the drink to the floor. This trick not only helped hostess avoid spike, but also made the customers always drunk and they got more bonuses from it. The other situation to pour the drink was when the customers focused on the dancer on the stage. This situation showed in this sentence below:

The club was packed, and little by little customers turned their chairs to face the stage. Hostesses, who'd seen Angel dance a hundred times before, used the distraction to pour their drinks on to the floor. (264)

The quotation above showed that customers only focused on Angel, a dancer of Janes club. This situation was used by hostess to pour the drink to the floor. The other situation might be when hostess served tea ceremony such as Steph who poured her drink while served the drink for Yamamoto-san.

Besides pouring the drink to the floor, the other hostess trick is making a warning the other hostess about drink that spiked. It showed in this quotation below:

In the quotation above Julia, a hostess girl of Janes warned Steph to not drunk the drink that was ordered by the customers. it was showed through how Julia poured the drink to the floor without Steph permission. It happened because she had known that the Steph's drink spiked. Sometimes, hostess also could be rejected the customers drink's order. It can be seen in the quotation below:

The German man frowned. 'You didn't drink much. I'll order you another.'

^{&#}x27;Don't drink that. She poured it on the floor'

^{&#}x27;Why not?'

^{&#}x27;He got the wrong table.' (318)

'No, really. I'm fine.'

'Your manager won't be happy with you. You're supposed to make my drinks bill high, isn't that right?' (332)

In the quotation above, Steph rejected the drink that was ordered by the German man but in polite expression. Although, she knew the consequence that she would not get more bonuses and the manager did not happy with her decision.

The last trick of hostess in controlling the customers is writing the drink that must be avoided in the toilet's mirror. There were some drinks that must be avoided because it usually spiked. They are WW 1 = white wine and ice, VT GL = Vodca tonic and green lemon, RandC = Rum and coke (Quinn 336). This list was written as warning to other hostess, especially the new hostess such as Steph who got this warning from Julia. it can be seen from the quotation below

You should have read the mirror (drink must be avoid) Julia said. I wrote it all out for you. On the mirror. So you'd know what not to drink (339).

In the quotation above, Julia told to Steph that actually she had been written the drink that must be avoided on the mirror. Moreover, Steph also knew about it through Annabel's diary, but she did not aware about it. Two tricks above, geisha and hostess tricks in the resistance's analysis based on James Scott theory included of hidden transcript. Because of those resistances were presented by hostess covertly. It means in front of elite class in this case Mama-san they showed obedience, but actually not.

3.2.1.3 Marriage

The other resistance of hostess in controlling the customers is marriage with them. It meant hostess not only won the customers as *dohan*, but also as a

husband. It was like what happened with Chastity who got married with a doctor who was as her customer before. It showed in this quotation below:

They're going to deport me, all sorts of horror stories were going round my head. That was a stress I could have seriously done without. But no more of that when I'm a married lady. (345)

Chastity was the hostess who won the customer as her husband. In fact, a nice boy or men would not marry a hostess. His family would not approve it. But Chastity won the doctor not only as customer, but also as a husband. It made her be freed from financial problem, hostess working, and of course deportation. This resistance included of public transcript, which it is presented openly.

3.2.2 Control Management

The elite class in workplace was also presented by management of the club. It was like Mama-san as the owner of the hostess club that used money to control hostess. Therefore, the second resistance of hostess is controlling the management. In controlling the management, there are the resistances that presented openly and covertly. The forms of resistance that hostess used in controlling the management were resisted the club's rule, rejecting and reporting.

3.2.2.1 Resist the club's rule

The first step of hostess in confronting the management of the club is against the club's rule. There were some actions or behavior of hostess included of resist the club's rule. The first is bottle backing. It was the way for hostess to get more money. Usually, they brought the customers to another club after work. It was told by Chastity in the quotation below:

When you're new, you have no *dohan*, no bonuses and mama on your back every day to make customers. I remember what was like. But it's not like we don't make enough money – all you have to do is go bottle-backing after work, job done. (39)

Usually, hostess who did bottle backing was a girl on trial or new hostess. They used it to get more money while they did not have customers. Thus, they decided to do bottle backing to survive. It was such as Steph that was invited by Jennifer to do bottle backing in the quotation below:

Hiro said something about it on my first night. If I bring a customer in I get a percentage of his table or something.'

'No, not here,' said Jennifer, lowering her voice. 'Outside in the Roppongi bars. Hoggies, Square Mile. They pay you straightaway. In cash. But listen, it's strictly against the rules. If mama catches you, you'll get fired.' (192)

The quotation above told about Steph who invited by Jennifer to do backing bottle. Actually Jennifer knew that Steph did not unpaid for her trial and fined for late half an hour. Thus, Jennifer invited her to do bottle backing as solution for Steph to get more money, at least to complete their needs. Even though, it was against the rules of the club because they brought the regular customers to others club. It made her be careful or she will get fired when Mama caught her.

Although bottle backing was so hard, it helped hostess to complete their need. It showed through in the quotation below:

I've found another way of earning money, Steph admitted. Me and another girl, we go to the bars after work and get bottle-back money. Kick-back. It's kept me going- I paid my rent so far and bought a few dress- but it's really hard work, and you have to drink so much and if I just get one customer I can pay of the debt in no time. Then I can start earning for my course and get everything back on track. (208)

The quotation above explained that bottle-backing helped Steph to complete their need, such as rent, food, and bought some dress. Even so it was hard physically and mentally. Because of they must be drunk the whole time from one club to another club.

The second actions that against the club's rule, it is taking the regular customers. Sometimes hostess steal the regular customers from Mama. For example was when Steph invited Mr. Yamamoto to move another club, from Sinatra to Calamity Janes clubs. It was proved in the quotation below:

'Just for tonight?'

'It depends,' said Steph, twiddling her napkin in her lap. 'I'm thinking ... probably I'll move there if things go well. I don't know yet.'

The waitress presented Yamamoto with an embossed, leather bill holder and he dropped a big pile of notes inside. He took Steph's hand. 'We're getting closer, aren't we? Becoming good friends. so for you, I'll change.' (248)

Actually, when hostess succeed controlled the customers, they also could be controlled the management. It was like what described in the quotation above which Steph asked Yamamoto-san to move to Calamity Janes. Surprisingly, Yamamoto says YES for Steph because for him their relationship was like a friend. In fact, when the customer was stolen by the hostess meant the club will go into damage. It happened because the customers were the source of club's financial. So, when one customer move to another club meant their money lost.

Although, the purpose of Steph brought Yamamoto-san to Janes club was to earn much money not really steal Mama's customers. it can be seen how she explained her condition to Luke that She only took mama's customer because Mama had put her in so much debt and Hiro had set her up (319). It caused her to

bring Yamamoto-san to Janes club. In fact, when hostess brought the customers to Janes club, meant those customers must be a regular customers for Janes club. Because of in this club, the management was only hiring the girl with customers (Quinn 232). But Steph did not know about it. She only knew that Calamity Janes was a Hostess club to earn much money which for her it was the way to pay her debt to Mama.

The third is boyfriend. Hostesses were forbidden to have a boyfriend. It meant they were not going out like dinner with boys except the customers. But one day, Steph ever goes out with Luke, a bartender of Sintra's club and boy who she liked. It was proved in the quotation below:

There was no Michael or Ricky to keep an eye on things, so perhaps management didn't bother checking on girl here. Maybe they trusted the girls to manage themselves.

'Okay, let's go, said Steph, taking his hand and laughing as he tugged her out of the bar. She looked over her shoulder, wondering if the other girls would notice her laving, but they all looked dead-eyed and uninterested. *It's only half an hour*, Steph thought. *Management will never find out*. (274)

The quotation above was the situation when Steph decided to go out with Luke. They planned to go to the other places of Tokyo, the real Japanese. In fact, Steph was still at shift working. She was in Hollywood when Luke invited her, but she resisted the club's rule by dating with Luke and did not finish her shift. It was the situation that made the manager was angry. It expressed in the citation below:

Two-thirty, I heard. And you left with a young man. Not even a customer. Michael wagged his finger at her. Very, very bad. You haven't read your contract. Our hostesses aren't allowed boyfriend who aren't customers.' (285)

^{&#}x27;You left Hollywood early'

^{&#}x27;Not really early... I stayed until-

The quotation above showed that Michele was really angry to Steph. It was expressed through 'very, very bad' utterance. It meant what Steph done was totally wrong or against the rule of the club. Moreover, the manager also wrote the contract that consisted of the rule 'Hostess are not allowed boyfriend except the customers'.

The forth actions is care each other. Hostesses were also forbidden to talk about another hostess (Quinn 63). It meant hostess should not care or respect to another hostess problem. But Julia resisted this rule by helping Steph. It showed in the quotation below:

'Listen. There's no time. You're on floor six of the club. Wait a few minutes for me to leave, then take the elevator downstairs. I've unlocked the door. You should go home now, to your apartment. I can't stay. I've got to punch out or they'll get suspicious. (342)

The quotation above described about the situation when Julia helped Steph. Julia who knew that her old friend, Steph brought into sixth floor of the club decided to help her out of this room. Even it was against the rule of the club. Because she had known that sixth floor is a place where hostess unconsciously got sexual abuse from customers.

3.2.2.2 Rejecting

Rejecting was a form of resistance that is presented by hostess in confronting the club's management. It was distinguished from the first point in controlling the management, it was done openly. It can be seen how Steph rejected the special contract offer from the manager. It described in the quotation below:

'Thanks for the offer, said Steph. The other girls can do what they like. I don't judge them for it. But I'm fine.' (287)

The quotation above showed Steph who rejected the manager's offer about special contact. Special contract was kinds of Janes contracts which hostess slept with the customers to earn much money (Quinn 286). But Steph decided to reject the contract even she needed much money for her course. She thought that slept with customers for money was against the morality.

Rejecting was also presented by Steph when rejected the offer of Mamasan, the owner of Sinatra to work as hostess again. In this time, she had been decided to stop from hostessing. It was proved through the quotation below:

'You're not working anymore?'

'Not here,' said Steph. 'But I will do back home. Time to face things. Rejection, embarrassment ...'

'That's life' (355)

The conversation above showed that Steph had been decided to stop working as hostess. Even, she still did not have enough money for her MA course. It explained that actually to avoid the exploitation, oppression, and abuse in workplace hostess could be chose to go out from the club. It was proved by Steph who thought that it had the time to face the real life. And for start the real life, she must be stopped and out of hostessing world.

3.2.2.3 Reporting

Reporting was the last effort of Steph as hostess in confronting the power of club's management. After she knew the condition and situation of hostess in the workplace, finally she decided to go out and reported the club to the police. It

was proved by her effort to find the proof such as passport that took by manager as rules of recruitment (Quinn 232). It described in the quotation below:

'The passport ... I've got to get mine and Annabel's from the office and get out of here. I'll take them to the police. Tonight.' (343)

The quotation above described about Steph who found her passport and Annabel's passport in the manager office. It was the passport that was taken by club's management of Calamity Janes to control hostess. It was like what Annabel wrote in her diary that 'Janes keep your passport so if you hate it you can't leave and it scares me (Quinn 141)'. Passport here was used by Steph as proof on her statement in the police station. Besides passport, she also brought a drug. It described in the citation below:

'I'd like to make a report a hostess club. The Manager of calamity Janes. It's Rohypnol. It was in the office at the club. They use it on the girls there. (350)

At the police station, Steph made a statement that the Janes club used drug to spike hostess and took the passport to take many advantages from hostess. In the quotation above showed that Steph put the passport and Rohypnol as a proof. Reporting here is the public resistance of Steph because she presented it openly. Even though, she knew the consequence that she will deported and pay the fine for her illegal worker status. But it did not make her give up. From Steph statement, police will make an investigation to the Janes club. Meanwhile the consequence of the investigation, it was police knew the illegal status of hostesses who worked in there.

In the controlling management, the hidden transcripts was presented through the actions or behaviors of hostess which against the rule of the club. It was like had a boyfriend, bottle backing, and steal the regular customer to another club. Meanwhile the public transcript was showed by rejecting and reporting the club to police that was done by Steph as the main character in the novel.

From the explanation above, could be concluded that the class conflict which elite class controlled the lower class finally evoked the class struggle of the victims. It was a response of employee who was abused, exploited, and oppressed by the employer. It proved the statement of Michele Foucault that where there is power, there is resistance. Because of when class conflict appeared, people could be chose to resist or not. It was presented by Susanna Quinn in her novel Glass Geishas.

CHAPTER IV

CONCLUSION

This chapter gives a conclusion based on the discussion in the previous chapters. The conclusions answer the two problems of the research stated in chapter one. The first describes hostess life as follows. Hostess as employee got some problems in the workplace. The first problem is abuse. It is like drug abuse, physical abuse, and psychological abuse. The second is financial problem. The high demand of the club management caused the hostess unable to manage their money well. The other problem of money are the hostess is not paid when they are in trial period which in turn made them unable to buy food and pay the room rent and force them to borrow some money with high interest and fined if they did not pay on time. The third problem is illegal working. All of hostesses in Janes club are foreigners who came in Japan with visitor visa. Then they are considered as illegal worker when they work there in Japan. The capitalist takes advantages from this problem to exploit the hostesses. The club management forces them to work overtime, set demanding rules for them to follow even threat them with Yakuza gang. Those are the descriptions of the hostess life.

The problem above makes some hostess aware that there is something wrong in their workplace. Steph, the main character of the novel resists the power of club's management. The resistance here is presented in two ways. The first is by controlling the customers. Actually, in this case the power of the club is controlled by customers. Because those customers are the financial resources for

both club management and hostess. There are ways that the hostess used to control the customers. They are geishas trick, hostess trick, and marriage. In controlling the customers, the resistance form that includes the hidden transcript is geisha's and hostess' tricks while marriage is the public transcript. Steph's second resistance is controlling the management. It is presented through some ways. They are resisting the club's rule such as do bottle-backing, rejecting the management's offer, and reporting the club to police. In controlling the management, resisting the club's rule includes in hidden transcript while rejecting and reporting includes in public transcript. In this situation hostess showed their resistance off to public. This study shows that Steph's resistance is also seen as the struggle of lower class in confronting the power of elite class.

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