

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

**Thesis**

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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 19<sup>th</sup> 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





## 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:

1. 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.





## 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 19<sup>th</sup> 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 English 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 Roppongi, 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?”































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





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:





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.





























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.





