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Abstract Abstract
This research is to study the correlation of the organization climate in nursing teams of different departments and the nurse-patient relationship with Inpatients' self-efficiency and complaint behavior intention. The data were collected from nursing teams and inpatients at a regional hospital in south of Taiwan in March 2007. The structured questionnaire after the revise of experts was sent out to 107 nurses and 125 inpatients for investigation. The response rate of nurses and patients was 87.8% and 79.2% respectively. Methods of description statistics, principle component, reliability and validity, Linear Regression, ANOVA, Pearson correlation analyses were conducted to identify: (1) Organization Climate Scale, Nurse-patient Relationship Scale, and Self-efficiency Scale related to their theoretical domain were analyzed by principle component: eigenvector > 1, loading > 0.5, alpha coefficients domain was adequate > 0.75. (2) In Complaint Behavior Intentions scale, we follow experts' opinion to distinguish the level of severity from 1 to 9. (3) The "job involvement" and " ownership" in different organization climate have significant influence on nurse-patient relationship (P<0.05). (4) In the analysis of nurse-patient relationship in different nursing teams, the result showed "the clinical care" was significantly correlative (P<0.001). The results from Regression analysis were: (1) Nurse-patient relationship can influence inpatients' self-efficiency on medication cognition (R2:0.39, after adjustment R2:0.36, F-test:15.32, P<0.001). (2) Nurse-patient relationship can also influence inpatients' complaint behavior intention on medical defects. The complaint behavior intention to physician's medical defects has positive significance with "the clinical care" of nurse-patient relationship (F-test: 1.79, t-value 2.59, R2: 0.071, after adjustment R2: 0.031, P<0.05). (3) The complain behavior intention to the offer of nursing care information has positive significance with "the sincere care" of nurse-patient relationship (F-test: 1.68, t-value 2.12, R2: 0.067, after Adj-

R2: 0.027, P<0.05). The family reaction has positive significant with “the comfortable care” of nurse-patient relationship ((F-test: 1.63, t-value 2.01, R2: 0.065, after adjustment R2: 0.025, P<0.05).
Key works: Organization Climate, Self-Efficiency, Nurse-Patient relationship, Complaint Behavior Intention
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