**Digital Governance and us:**

**Theory and multi-method examination of**

**Human-Machine-Organization interactions in Public Service**

**Abstract**

In recent decades the world is going through extensive digital transformation which is often considered the fourth transformative industrial revolution in human history. This revolution, enriched with technological innovations and information society platforms, have dramatically altered many aspects of modern life, triggering both philosophical discourse and empirical research about their long-range implications and future global development. Governments and public administrations take a major role in this revolution facing major challenges of regulations, various biases and barriers related to digital transformation, and the changing civic and political culture. This research proposal tries to deal with major missing links in the digital governance puzzle, both theoretically and empirically. We suggest conceptual, epistemological, methodological, and empirical developments based on an integrative human-machine-organization perspective. Knowledge from various perspectives such as digital technology and information systems, human behavior, and organizational studies is consolidated into a coherent model and a set of propositions. They generally suggest that (1) digital governance transformation increasingly affects public policies, strategies, and managerial practices and, (2) human interfaces (i.e., stakeholders’ perceptions of Digital Governance Footprint [DGF] and Mental and Emotional Models [MEMO]) mediate the relationship between digital governance transformation and public organizations outcomes, performance, and public values. To support our arguments a multi-method analysis is suggested. It is based on process-tracing strategy, comparative case studies, surveys, survey-experiments, and lab experiments. All in all, our ambitious 5-year project is aimed to use state of the art theories and methods to unveil the rising centrality of digital governance in citizens life, and to explain how human-machine-organization relationships become dominant in such a process.